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Services in Vancouver,
British Columbia

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DRAFT

FINAL REPORT

THE STATUS OF VICTIM/WITNESS SERVICES IN VANCOUVER, B.C.

by

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The views expressed in this report are those of the author and not necessarily the views of the Vancouver Police Department or the Solicitor General of Canada.

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EXECUTIVE SUMMARY

DISCUSSION

The Victims Assistance Project conducted research in 1983 and 1984 to ascertain the needs of victims and witnesses of crime in Vancouver, British Columbia, Canada, and the response of the police, physical and social care providers, and the courts to the victims needs. Attitudes of the victims/witnesses towards their experiences and towards victim/witness issues were recorded. The research was funded by the Ministry of the Solicitor General in cooperation with the Vancouver Police Department, Vancouver, B.C.

For the convenience of the reader, major reference numbers throughout the report are standardized. This allows the reader to quickly refer to the larger body of data in the Final Report. For background information on victim/witness services, please refer to the Discussion/Findings/Recommendations section of the Final Report.

Five survey instruments were used to gather the data: a victim survey, a police officer survey, a judiciary survey, a social and physical care provider survey and a witness survey.

Highlights of the information obtained are:

Victims of crime in Vancouver had problems resulting from their victimization. The three hundred and eighteen (318) interviewed victims of the general victim survey reported three hundred and fifty (350) needs as a result of their victimization that they were able to meet themselves, through friends and family, or through existing agencies. Sixty-five percent (65%) of the victims had needs that were not met. The needs were emotional, physical or informational in nature. The victimization created service needs, other than for case progress information, for twenty-five percent (25%) of the general crime victims surveyed.

Extrapolated data from the needs assessment indicates that 14,000 victims of crime per year in Vancouver, B.C. experience one or more needs that are currently not being met. These needs exist in the population that reports crimes to the police.

Crime prevention information, protection from intimidation, compensation for medical care costs and emergency home repairs were the highest reported unmet needs. Needs less often not met were emergency transportation to the hospital or doctor, someone to stay with them for comfort/security, and employer/school intervention. Emergency financial assistance, advice on practical matters, someone to talk to after the police leave or the next day, translation services advice on legal matters, and assistance from police, social agencies and courts were the least reported unmet needs.

The survey of one hundred sworn Vancouver Police Department officers indicates that of the victims they have served, an average of thirty-nine percent (39%) have service needs. The percentage is consistent with the victims needs assessment data in that the crime scenes of theft under $200 and mischief complaints are often not attended by an officer. The report is often taken via telephone and an officer does not see the victim. The victims may have needs as a result of the crime, but these needs are not obvious to the officer with telephone reporting of crime.

Eighty-one percent (81%) of the sworn officers surveyed indicated that an in-service training on needs and services available for victims of crime would be beneficial to them with an additional six percent (6%) agreeing that written information on victim needs and available services would be helpful to them.

Property crime victims (who did not come face to face with the offender) had service needs not met, less often than personal crime victims (victims who came face to face with the offender). Breaking and Entering crime victims had needs that came close to approximately the number of reported needs expressed by personal crime victims. The Breaking and Entering victims appear to view the crime as a "personal" one in that their home is often perceived as being a private sanctuary from the rest of the world.

Forty-six percent (46%) of the victims of property crimes had insurance coverage and were compensated financially for their losses, minus any deductible. Nevertheless, eighty-one percent (81%) used crime prevention techniques or a change in their activity patterns to harden the target, as a protection against re-victimization.

Personal crime victims rarely received monetary awards for pain or suffering of lost income. Despite the fact that seventy-eight percent (78%) of personal crime victims were injured and forty-one percent (41%) required medical care, only three percent (3%) applied for compensation.

Forty percent (40%) of the personal crime victims changed their activity patterns versus seventeen percent (17%) of property crime victims. Sixty-eight percent (68%) of personal crime victims changed either their activity pattern or started utilizing additional crime prevention techniques.

Caution should be used by the reader in interpreting the following data on sexual and spousal assaults due to the low sample numbers in the survey population.

Victims of sexual assault reported being less secure after the victimization than any other victims surveyed. Also, victims of sexual assault reported that they had relatives negatively effected by the victimization more than did any other victim classification (74% versus 33% of other personal crime victims). Eighty-two percent (82%) reported service needs that were not met, higher than any other crime victim classification surveyed, despite the reporting that eighty-seven percent (87%) knew of sexual assault services. Eighty-five percent (85%) were frightened/terrorized, nervous, crying, etc. after the victimization versus fifty-two percent (52%) of personal crime victims in the general survey reporting likewise. The victims views on sentencing for an offender are markedly different from other personal crime victims. Forty-two percent (42%) responded that corporal or capital punishment should be the sentence versus eight percent (8%) of other personal crime victims reporting the appropriate punishment would be corporal in nature. No personal crime victims from the general victims survey reported capital punishment as appropriate.

Spousal assault victims differed from the general crime victims in that ninety-six percent (96%) had been previously victimized by the same offender (versus thirteen percent (13%) of other personal crime victims in the general survey). Fifty-seven percent (57%) reported no change in security measures as a result of the criminal incident versus thirty-two percent (32%) of other personal crime victims. Sixty-three percent (63%) of the victims reported that they were terrorized/frightened/in shock versus thirty-nine percent (39%) of the personal crime victims from the general crime victims survey reporting likewise. Only fourteen percent (14%) felt that the offender should be sent to prison versus thirty-one percent (31%) of other personal crime victims reporting prison as an appropriate sentence. Thirty-eight percent (38%) of the spousal assault victims desired alcoholic counselling and treatment for the offender.

Witnesses of crimes surveyed indicated that they experienced many problems as a result of being required to attend court. The major problems were difficulties with employers in getting time off from work to attend court and wasted time spent in court waiting to testify; many times only to find that the case had been adjourned. Other problems experienced were that witnesses were seated in common waiting areas where many times the defendant, his relatives and his friends were seated; they were not normally kept informed as to case progress through the criminal justice system or of case outcome. No one asked victims/witnesses if they would like to be advised of the release dates from incarceration of a sentenced offender. Giving testimony was reported to be an upsetting experience by many, which must effect the witnesses' willingness and ability to cooperate with the criminal justice system.

The judiciary surveys indicated that ninety-four percent (94%) believed that victims of crime had special needs after a victimization. Only twenty-six percent (26%) of the judiciary felt that witnesses understand the court process. Seventy-five percent (75%) felt that restitution should be awarded by Judges, if there was a realistic chance of payment by the offender.

The judiciary respondents felt that the Crown Prosecutor should speak to bail with seventy-four percent (74%) reporting that they believed that the victim should not have the right. Fifty-eight percent (58%) felt that the victim should have the right to tell the court how the crime effected them, either verbally, in writing, or both verbally and in writing. Fifty-five percent (55%) did not feel that the victim should have the right to speak to the sentence; most felt it was the Crown's responsibility. Seventy-five percent (75%) believed that the victim should have the right to ask and receive information on the release date of an incarcerated offender. Fifty-eight percent (58%) of the respondents would favour an "on call system" for witnesses.

Many agencies and organizations currently are in existence in Vancouver that provide or have the ability to provide services needed by crime victims. To date no coordination of these services has been accomplished.

Awareness of agencies and services by crime victims in Vancouver was low. General awareness of the existence of services ranged from forty-one percent (41%) reporting knowledge of the existence of government programs to help the victim (Criminal Injuries Board) to sixty-nine percent (69%) stating they knew of the existence of sexual assault centres. Spousal assault victims were aware of the existence of transition houses seventy-one percent (71%) of the time and only thirty-three percent (33%) of those knowledgeable about the services existence were able to name an agency that could assist them. Eighty-seven percent (87%) of sexually assaulted victims knew of the existence of both sexual assault centres and transition houses with fifty-five percent (55%) of those knowledgeable enough to be able to name a sexual assault centre. Therefore, victims are often unaware of whom to turn to for help with their problems.

An extensive media campaign was conducted by the John Howard Society Aid to Victims of Crime Project while it was in existence during 1981-83, and yet only three percent (3%) of the general crime victims interviewed knew of its existence. Apparently, people never expect to be a victim of crime and therefore make no effort to remember the information. Victimization is always a surprise, at best. There is an obvious need for a referral source for victims of crime in Vancouver.

There are numerous cultural and racial minorities represented in Vancouver, B.C. As of 1981, out of a population of 414,281, the following minorities (and numbers of the minorities) may or may not have had a full command of the English language:

Chinese	59,620
German	19,095
Italian	15,215
Pakistan	14,175
French	10,540
Ukranian	8,345
Jewish	7,875
Portugese	5,905
Japanese	5,220
Polish	4,460
Greek	4,075
Hungarian	3,015
Russian	1,705
Spanish	1,500
Indo-Chinese	1,330
Others	4,905

Members of these racial and ethnic groups are often victimized by criminal incidents as are members of the larger population. In randomly selecting crime victims for the study, it was apparent from the surname of the complainant that the victim at times was a member of a racial or ethnic minority. One of the project interviewers spoke three dialects of Chinese and conducted six surveys in that language. We encountered five other victims of crime who did not speak English at all. One victim spoke only Italian; one spoke Punjabi and three others had to be excluded from the survey as MOSAIC, an interpreter organization, was unable to ascertain the language spoken by the victims. In numerous other interviews, it was evident to the interviewers that the victims' command of English was poor and that the victims would have preferred to have responded in their primary language.

Concerns expressed in the Methodology and Discussion/Findings and Recommendations sections of this report are repeated here due to the serious nature of the concerns. Generally, victims who participated with the general survey were pleased to be included in the research effort. However, care in future studies should be taken due to the possibility of re-victimizing the victim by having him recall unpleasant events, feelings and attitudes for survey purposes. Particularly effected were victims of sexual assault, the most personal of all crimes, with perhaps the exception of attempted murder. Also, contacting victims of spousal assault at any time after the assault may place them in danger of a physical re-victimization if the offender learns of the researcher's contact with the victim.

RECOMMENDATIONS

In order to meet the reported unmet needs for crisis counselling, crime prevention information, emergency home repairs, advice on case progress and other matters, crisis and non-crisis services should be provided to victims and witnesses. Volunteers, under the direction of a Victims Coordinator, within the Vancouver Police Department, should provide the service. Due to current financial restraints, it would be necessary at this time to utilize volunteers almost exclusively.

Ten agencies and organizations surveyed expressed interest in a coordinated community effort to meet the needs of victims. An Advisory Council on Victim Assistance in Vancouver should be formed, with the membership including a representative from the ten agencies interested in the coordination effort and key agencies that would be service providers for victim assistance. The Council would serve to coordinate services in Vancouver and assure that victim service needs are adequately met.

Procedures that benefit victims and witnesses of crime should be established within the criminal justice system and related agencies in Vancouver, B.C. An efficient case progress notification system, delivering the information to victims who express a desire to be kept informed should be designed and implemented. Other interdepartmental procedures should be formulated and implemented with regard to intimidation response, transportation of injured or emotionally upset victims, volunteer victim service advocate responses to victims/witnesses, recording of spousal assault information, and a policy with respect to the release of the victim's name and home address to the media.

A multi-purpose training manual on victim needs and services, including death notification, homicide survivors, sexual and spousal assault victims, should be designed and made available for use in training victim service advocates, police officers, social and physical care providers, and the judiciary. Each of the groups should receive training tailored to their need for information. A referral directory for victim service needs should also be developed and disseminated. Frequent updates of the directory should be provided.

Crime prevention seminars for recent crime victims should be designed and delivered in a cooperative effort between victim service personnel and the Community Relations Office personnel of the Vancouver Police Department.

An "on-call and call-off system" for witnesses of crime should be developed and implemented. A delivery system of case progress information, including the release of offenders from incarceration should be developed and implemented. A video should be produced and used to familiarize potential witnesses with the court process as well as witnesses being given a pamphlet containing similar information. Volunteer witness advocates should be present in the court houses to assist witnesses of crime with their problems on the day they testify, including the problem of waiting to testify in a waiting area next to the defendent or his family or friends.

Special services should be available for ethnic minorities whose primary language is not English. All project literature should be made available in languages that are spoken by residents of Vancouver. In addition, great effort should be made to recruit volunteers for the service project who are fluent in these languages as well as English.

Based on responses of the Vancouver Police Department sworn officers, their co-operation in the effort to assist victims of crime is assured.

All of the recommended changes to the criminal justice system would benefit victims and witnesses of crime. The majority of these victims and witnesses at present have no one to advocate for their needs/rights. Many of the changes do not require large monetary expenditures, but rather a refocusing of the mandate of the criminal justice system. This refocusing will not only include victims' justice. It will serve to balance the present unbalanced justice system.

APPENDIX A

APPENDIX A

A. Three hundred and eighteen (318) victims of the crimes of Robbery, Assault, Breaking and Entering, Theft Over $200, Theft Under $200 and Mischief (general survey victims) completed the telephone survey questionnaires. The survey sample size proportion of property to personal crime victims to actual number of reported crimes is at the .01 level of confidence.

> 29% were "personal crime victims" - the victim and the offender(s) were face to face during the commission of the crime
>
> 71% were "property crime victims" - the victim and the offender(s) did not see one another during the commission of the crime

Two hundred and fourteen (214) July 1983 victims of the total of three hundred and eighteen (318) victims who completed the survey were contacted by telephone within one week of the victimization and two additional times at three-month intervals, to ascertain additional problems encountered as a result of the victimization. Eighty-five percent (85%) were contacted on the first follow-up and sixty-nine percent (69%) on the second follow-up contact. One hundred and four (104) victims were contacted only one time, one year after the victimization.

B. The sudden death files of the Vancouver Police Department were reviewed.

C. Twenty-one (21) victims of Spousal Assault were interviewed by telephone.

D. Thirty-eight (38) victims of Sexual Assault completed the survey.

E. Questionnaires were completed by one hundred (100) sworn Vancouver Police Department Officers.

F. One hundred and twelve (112) social and physical care providers completed the questionnaire.

G. Sixty-two (62) civilian witnesses of crime were interviewed.

H. Fifty-three (53) members of the Judiciary completed the survey.

A. GENERAL SURVEY - CRIME VICTIMS

1. VICTIMS: FACTS/NEEDS

a. Percentage of Victims Injured/Utilized a Social Service Agency:

Seventy-eight (78%) of victims of personal crime received injuries, with forty-one percent (41%) receiving medical care. Three percent (3%) of all victims in the general survey received counselling at a social service agency. No property crime victims were injured.

b. Amount of Monetary Loss:

- average total loss for stolen property for property crime victims - $872
- average total loss for stolen property for personal crime victims - $319
- average amount of value of damaged property - $440 for property victims - $104 for personal crime victims

c. Insurance and Property Recovery:

Forty-six percent (46%) of all victims received insurance money for stolen or damaged property. Six percent (6%) had property returned.

d. Knowledge of Offenders:

- ten percent (10%) of property crime victims previously knew the suspect with one percent (1%) having been harmed before by the same offender.
- twenty-eight percent (28%) of personal crime victims knew the suspect with thirteen percent (13%) having been harmed before by the same offender.

e. Previous Experiences with the Victimization:

- eighty-six percent (86%) of property crime victims had previously been victimized by criminal events.
- seventy-one percent (71%) of personal crime victims had previously been victimized by criminal events.

f. Reporting Behaviour of Victims:

- ninety-eight percent (98%) of property crime victims reported that they reported all criminal incidents versus eighty-four percent (84%) of personal crime victims (personal crime victims didn't report criminal incidents when the incident was too personal in nature)

- sixty-seven percent (67%) of personal crime victims reported crime to allow police to catch suspects versus forty-nine percent (49%) of property crime victims. Twelve percent (12%) of property crime victims reported the incident for insurance purposes and sixteen percent (16%) reported because it was their civic duty (personal crime victims 0% for insurance; 3% for civic duty)

- ninety-six percent (96%) of victims stated they would report a crime again if it happened

- ninety-three percent (93%) would encourage friends or relatives to report crimes.

g. Views of Victims of the Vancouver Police Department:

- fifty percent (50%) of all victims reported that they did not know if the police did all they could to arrest a suspect or not

- eighty percent (80%) of property crime victims and eighty-one percent (81%) of personal crime victims were satisfied or very satisfied with the police response to their victimization

h. Victims' Feelings of Security:

Personal crime victims reported feeling less secure after the incident than property crime victims (72% less secure vs. 57%), more anxious in public places (62% vs. 37%), and more suspicious of strangers (72% vs. 57%). Property crime victims felt their homes were not safe places more than personal crime victims did (45% vs. 30%).

i. Changes in Crime Prevention Behaviour and Security Measures:

- twenty-three percent (23%) did not change their behaviour or security measures after victimization

- forty-seven percent (47%) of personal crime victims vs. eighteen percent (18%) of property crime victims changed their behaviour pattern. More property victims than personal crime victims started locking locks, protecting car by locking or parking in a different place and having home checked while away.

j. Knowledge of Service Agencies in Vancouver:

Sixty-eight percent (68%) of all general crime victims were aware of sexual assault centres; fifty-one percent (51%) knew of transition houses existence, sixty-eight (68%) knew of telephone crisis hot lines, forty-one percent (41%) knew of the Criminal Injuries Compensation Board.

k. Knowledge of Criminal Justice System Procedures:

- forty-four percent (44%) knew they could file in small claims court or a civil suit to recover money for damages from a perpetrator who caused the loss

- seventy-three percent (73%) knew they might be asked to testify if the criminal case went to court

l. Intimidation of Victims:

- twenty percent (20%) of the forty-eight percent (48%) who knew the identity of the offender, reported they were threatened/intimidated. Thirty percent (30%) of the victims of intimidation reported the threat to the Vancouver Police Department.

- fifty percent (50%) of victims reported they would want to be informed of the anticipated and the actual release date of incarcerated offenders

m. Victimization of Relatives by Victimization of Victim:

Forty-four percent (44%) of property crime victims and thirty-three percent (33%) of personal crime victims had relatives who were also adversely effected as a result of the victimization. Over sixty percent (60%) of these relatives of property crime victims felt the streets of their neighbourhood were less safe, felt their homes were not safe, and felt less secure. Over thirty-nine percent (39%) of personal crime victims relatives who were adversely effected felt less secure. Over sixty percent (60%) of personal crime victims' relatives were reported as being more suspicious of strangers.

n. Unmet Needs of Victims:

Two hundred and eighty-two (282) service needs were reported as not met by two hundred and eight (208) victims, sixty-five percent (65%) of victims of the general survey.

- sixty percent (60%) of 1983 property crime victims reported having unmet service needs with two percent (2%) requiring only case progress information or more police attention to their case.
- sixty-eight percent (68%) of 1983 personal crime victims reported having unmet service needs with six percent (6%) requiring case progress information or more police attention to their case.
- seven percent (7%) of 1983 victims, when contacted three months post-victimization had continuing problems or new problems occur as a result of the victimization - of these, forty percent (40%) did not receive adequate solutions to the problems encountered.
- eighty-seven percent (87%) of 1983 victims, three months later, reported that they had not been informed of case progress information.

o. Degree of Re-Victimization:

Sixteen percent (16%) of 1983 general survey victims reported they had been re-victimized in the six months following the survey interviewers' initial contact with them. An additional seven percent (7%) were victimized again between three and six months from the date of the original victimization.

p. Elderly Victims of Crime:

Elderly victims in Vancouver were less angry after victimization than the non-elderly, but reported being more upset than the general population of crime victims. They began to lock their doors and windows more than did the general population after victimization.

q. Breaking and Entering Victims:

Breaking and Entering victims reported unmet service needs at almost the same level as personal crime victims and more than other property crime victims.

2. VICTIMS AND OPINIONS

a. Medical/Social Services:

Reader caution of the interpretation of this data should be observed due to the extremely low numbers of victims utilizing the service.

- thirty-three percent (33%) of those injured who required medical care at hospitals had complaints about services received.

- fifty percent (50%) of those who utilized social service agencies had complaints about the services received.

b. Responses of Victims to Victimization:

1. Anger as a Response to Victimization

Seventy-six percent (76%) of 1983 victims reported they were angry about the victimization; eighty-six percent (86%) of 1982 victims reported they were angry.

2. Victims' Initial Reaction to the Victimization

39% of all property crime victims reported they were angry
39% of all personal crime victims reported they were terrorized/scared/frightened
9% of all property crime victims reported they were calm/ok
8% of all personal crime victims reported they were calm/ok

3. Emotional State of Victims After Time Had Passed

3 months (1983) victims - forty-one percent (41%) reported they were calm/ok

1 year (1982) victims - fifty-eight percent (58%) reported they were calm/ok

c. Utilization of Friends/Relatives as Counsellors:

Twenty-three percent (23%) of property victims and seventeen percent (17%) of personal crime victims didn't find talking with friends/relatives helpful in dealing with their victimization.

d. Sentencing and Restitution:

- thirty-one percent (31%) of personal crime victims believed that the offender (for the criminal event where they were the victim) should receive a prison sentence versus sixteen percent (16%) of property crime victims feeling likewise.

- zero (0) general survey victims mentioned capital punishment.

- seven percent (7%) of all victims desired corporal punishment or revenge as a punishment.

- sixty percent (60%) of property crime victims felt entitled to restitution/reparation versus forty percent (40%) of personal crime victims feeling likewise

e. Opinions of Victims Participation in the Incident:

- twenty-six percent (26%) of property crime victims and twenty-eight percent (28%) of personal crime victims felt they may have precipitated the criminal incident mainly through being careless or aggravating the offender(s).

- fifty-three percent (53%) of property crime victims and fifty-two percent (52%) of personal crime victims felt that they might have been able to prevent the incident by being less careless, using crime prevention techniques or not aggravating the offender(s).

f. Alcohol Consumption and Victimization:

Forty-one percent (41%) of personal crime victims and eleven percent (11%) of property crime victims reported that either the offender, the victim, or both of them were under the influence of alcohol at the time of the criminal incident.

g. Opinions on the Reasons People Don't Report Crimes:

Forty-nine percent (49%) of general crime survey victims felt that people don't report crimes due to too much hassle/bother/ordeal of court and thirty-nine percent (39%) felt that people don't report due to intimidation and fear.

h. Opinions on the Need for Services for Crime Victims:

Fifty-nine percent (59%) of victims felt that victims of crime need more help with problems incurred as a result of the victimization, with sixty-nine percent (69%) of those favouring the Vancouver Police Department as a service provider.

i. Opinions of Services/Agencies in Vancouver Regarding Assistance to Crime Victims:

- sixty-five percent (65%) felt the court system does a good/fair job in dealing with crime
- eighty-six percent (86%) felt the Vancouver Police Department does a good/fair job in dealing with crime
- fifty-two percent (52%) felt the medical services for crime victims was good/fair (forty-five percent (45%) "don't know")
- thirty-nine percent (39%) felt the social services for crime victims was good/fair (fifty-five percent (55%) "don't know")
- sixty-seven percent (67%) felt the City of Vancouver does a good/fair job in dealing with crime (twenty percent (20%) "don't know")

B. SUDDEN DEATH

1. Sudden Deaths

Seven hundred and twenty-two (722) sudden death notifications were made by the Vancouver Police Department, in a one year period, March 1, 1983 to February 29, 1984. Eighty-four percent (84%) of the total of the 860 sudden deaths in the City needed this service. For sixteen percent (16%) no next of kin was known. Twenty percent (20%) of notifications were made by other police departments as the next of kin resided outside of Vancouver, B.C.

2. Homicides

Of the twenty-three (23) homicide victims in 1983, a death notification was not made fifty-two percent (52%) of the time, as often no next of kin was identified. In 1982 a similar pattern occurred. Of the forty (40) homicides, fifty-three percent (53%) did not involve a death notification.

C. SPOUSAL ASSAULT VICTIMS

D. SEXUAL ASSAULT VICTIMS

Reader caution should be observed in interpreting the following data due to the low survey population numbers.

1. FACTS/NEEDS

a. Percentage Injured/Received Counselling:

1) Spousal Assault Victims
   - 86% injured
   - 28% needed medical care
   - 57% utilized a social service agency

2) Sexual Assault Victims
   - 61% injured
   - 29% needed medical care
   - 47% utilized a social service agency

b. Amount of Monetary Loss:

1) Spousal Assault Victims
   - damaged household items - $300 (1 victim)

2) Sexual Assault Victims
   - clothing (value not known) (1 victim)

c. Insurance and Property Recovery:

1) Spousal Assault Victims
   - $250 recovered from insurance (1 victim)

2) Sexual Assault Victims
   - nil

d. Knowledge of Offenders Identity:

1) Spousal Assault Victims
   - 100% knew the offender
   - 95% had been harmed by the offender previously

2) Sexual Assault Victims
   - 47% knew the offender
   - 11% had been previously harmed by the offender

e. Previous Experience with Victimization:

1) Spousal Assault Victims
   - 95% had been previously victimized by criminal events

2) Sexual Assault Victims
   - 39% had been previously victimized by criminal events

f. Reporting Behaviour of Victims:

1) Spousal Assault Victims
   - 86% reported all criminal incidents

   - called the police for:

- help/protection	(54%)
- make husband leave the house	(24%)
- to have husband arrested	(10%)
- to file charges and get restraining order	(10%)

2) Sexual Assault Victims
   - 87% reported all criminal incidents

   - called the police for:

- not knowing what they expected	(65%)
- to catch offender	(52%)
- to report it as their civic duty	(22%)

g. Views of Victims of the Vancouver Police Department:

1) Spousal Assault Victims
   - 85% were satisfied or very satisfied with police response

2) Sexual Assault Victims
   - 84% were satisfied or very satisfied with police response

h. Victims' Feelings of Security:

1) Spousal Assault Victims
   - 60% felt less secure

2) Sexual Assault Victims
   - 76% felt less secure

i. Changes in Crime Prevention Behaviour and Security Measures:

1) Spousal Assault Victims
   - 57% reported no change in security measures

2) Sexual Assault Victims
   - 34% reported no change in security measures

j. Knowledge of Service Agencies in Vancouver:

1) Spousal Assault Victims
   - 52% knew of existence of sexual assault services
   - 71% knew of existence of transition houses
   - 24% knew of existence of the Criminal Injuries Compensation Board

2) Sexual Assault Victims
   - 87% knew of existence of sexual assault services
   - 87% knew of existence of transition houses
   - 34% knew of existence of the Criminal Injuries Compensation Board

k. Knowledge of Criminal Justice System Procedures:

1) Spousal Assault Victims
   - 66% knew they might be asked to testify
   - 20% knew they could file a civil suit or go to small claims court

2) Sexual Assault Victims
   - 86% knew they might be called upon to testify
   - 36% knew they could file a civil suit and 38% knew of small claims court

l. Intimidation of Victims:

1) Spousal Assault Victims
   - 19% reported that they had been intimidated

2) Sexual Assault Victims
   - 3% reported that they had been intimidated (1 victim)

m. Victimization of Relatives by the Victimization of the Victim:

1) Spousal Assault Victims
   - 19% had relatives who were negatively effected by the victimization

2) Sexual Assault Victims
   - 74% had relatives who were negatively effected by the victimization

n. Unmet Needs of Victims:

1) Spousal Assault Victims
   - 47% of victims had service needs that were not met (20% needed case progress information)

2) Sexual Assault Victims
   - 82% of victims had service needs that were not met (29% needed case progress notification)

2. VICTIMS AND OPINIONS

a. Medical/Social Services:

1) Spousal Assault Victims
   - no complaints regarding medical care
   - 42% had complaints regarding social service agency

2) Sexual Assault Victims
   - 18% had complaints regarding medical care
   - 39% had complaints regarding social service agency

b. Responses of Victims to Victimization:

1) Spousal Assault Victims
   - 11% angry
   - 63% terrorized/frightened/in shock
   - 26% very upset
   - 5% calm /ok

2) Sexual Assault Victims
   - 9% angry
   - 44% frightened/devastated/despairing/ hyperventilated/in shock/screaming
   - 41% shaking/nervous/crying/confused/hurt
   - 8% calm/ok

c. Utilization of Friends/Relatives as Counsellors:

1) Spousal Assault Victims
   - 90% spoke to a friend or relative and 100% reported that it was helpful

2) Sexual Assault Victims
   - 100% spoke to a friend or relative and 95% reported that it was helpful

d. Sentencing and Restitution:

1) Spousal Assault Victims
   - 14% felt offender should be sent to prison
   - 38% alcoholic treatment for husband
   - 14% desired restitution

2) Sexual Assault Victims
   - 29% alcoholic treatment
   - 16% capital punishment
   - 26% corporal punishment
   - 37% desired restitution

e. Opinions of Victims' Participation in the Incident:

1) Spousal Assault Victims
   - 52% felt they might have done something to provoke the offender
   - 52% felt that they could have possibly prevented the incident from occurring

2) Sexual Assault Victims
   - 32% felt they might have done something to provoke the offender
   - 34% felt that they could have possibly prevented the incident from occurring

f. Alcohol Consumption and Victimization:

1) Spousal Assault Victims
   - 62% of victims reported an alcoholic beverage had been consumed prior to the assault

2) Sexual Assault Victims
   - 18% of victims reported alcoholic beverage had been consumed prior to the assault

g. Opinions and Reasons People Don't Report Crimes:

1) Spousal Assault Victims
   - 33% - nothing would happen as a result
   - 19% - victim would be embarrassed

2) Sexual Assault Victims
   - 42% - victims are afraid of suspects/courts
   - 26% - too much bother/hassle

h. Need for Services for Crime Victims:

1) Spousal Assault Victims
   - 62% felt victims of crime need more help with their problems

2) Sexual Assault Victims
   - 69% felt victims of crime need more help with their problems

i. Opinions of Services/Agencies in Vancouver Regarding Assistance to Crime Victims:

1) Spousal Assault Victims
   - 48% felt courts do a good job in dealing with crime
   - 71% felt Vancouver Police Department do a good job in dealing with crime
   - 57% felt medical services do a good job in dealing with crime (10% didn't know)
   - 66% felt social service agencies do a good job in dealing with crime (6% didn't know)
   - 52% felt, overall, the City of Vancouver does a good job in dealing with crime (9% didn't know)

2) Sexual Assault Victims
   - 44% felt courts do a good job in dealing with crime
   - 81% felt Vancouver Police Department do a good job in dealing with crime
   - 58% felt medical services do a good job in dealing with crime (12% didn't know)
   - 53% felt, overall, the City of Vancouver does a good job in dealing with crime (11% didn't know)

E. POLICE SURVEY

- Of the one hundred (100) Vancouver Police Department sworn officers surveyed, between fifty-three percent (53%) and ninety-five percent (95%) reported that they have seen victims in need of various services (fifty-three percent (53%) - assistance in filling out various forms; ninety-five percent (95%) - need crime prevention information).

- Depending on the officer and his assignment, they reported a range of estimates - victims in need of service of two (2) to one hundred percent (100%). Averaging of the responses indicated that thirty-nine percent (39%) of victims the officers come into contact with are in need of services.

- The three (3) major needs of victims as reported by sworn officers were:

  1. procedural/case progress information
  2. crime prevention information
  3. counselling and emotional support to relieve anxiety/fear

- Seventy-two percent (72%) believed that victims' relatives, at times, have service needs in addition to the victims' needs.

- Fifty-six percent (56%) have transported victims to agencies in the past.

- Knowledge of services available in Vancouver was at the highest level of awareness (higher than victims, judiciary and witnesses). For example, ninety percent (90%) knew of transition houses and eighty-two percent (82%) knew of criminal injury compensation from the government.

- Eighty-three percent (83%) have previously referred victims to social agencies.

- Eighty-four percent (84%) perceived their role as including supplying referrals to victims who have needs.

- Fifty-seven percent (57%) did not see their role as providers of case progress information to victims and witnesses, mainly due to time constraints.

- Ninety-one percent (91%) believed there should be special services available to crime victims

- Eighty-one percent (81%) believed an in-service training session on needs of victims of crime and referrals would be beneficial and seventeen percent (17%) felt training was not necessary but a referral booklet with constant updates was necessary.

- Forty-one percent (41%) reported that they have problems themselves when called into court to testify.

F. SOCIAL AND PHYSICAL CARE PROVIDERS

One hundred and twelve (112) services that were considered potential referrals for victims of crime were surveyed by mail. Seventy-eight percent (78%) of those that responded were considered appropriate potential referral sources based on the services they offered and their ability to accept additional clients. An additional twenty (20) agencies were surveyed in person due to the project personnel's assessment that they would be appropriate referral sources.

G. WITNESS SURVEY

- Sixty-three percent (63%) were aware of the requirement to testify at the time of the reporting of the offense.

- Ninety-five percent (95%) understood the meaning of the subpoena when received.

- Twenty-four percent (24%) had questions about the subpoena; twenty percent (20%) had difficulties obtaining answers to their questions.

- Five percent (5%) reported that they had been intimidated regarding their testimony.

- Thirty-two percent (32%) reported that they were afraid to give testimony.

- Problems witnesses encountered:

23%	getting time off work
11%	arranging transportation
6%	arranging for child care
32%	finding parking
27%	paying for parking
10%	uncomfortable waiting rooms
13%	waiting next to accused or accused's family
47%	long wait before appearing
11%	finding the court room
26%	upsetting to testify
11%	missing appointments due to longer time in court house than they expected

- Sixty-nine percent (69%) testified the first time they attended court; thirty-one percent (31%) had to return one or more times.

- Forty percent (40%) of witnesses did not know the sentence the offender received; twenty-four percent (24%) of those responded that they would liked to have known.

- Fifty-eight percent (58%) of witnesses felt that knowing more about the court system would have helped them.

- Eight percent (8%) of witnesses were asked by the Judge the monetary amount the criminal incident personally cost them.

- Two percent (2%) of the witnesses received a restitution order.

H. JUDICIARY SURVEY

- Ninety-four percent (94%) of Judges, Senior Crown Counsel and Sheriff's Officers reported that victims have special needs as a result of a victimization.

- Views of the Judiciary on problems encountered by witnesses are:

81%	getting time off from work
47%	missing school days
55%	arranging for transportation
66%	arranging for child care
62%	finding parking
51%	paying for parking
43%	uncomfortable waiting rooms
68%	waiting next to accused
85%	long wait before testifying
25%	finding the court room
76%	upsetting to testify
38%	missing appointments due to longer time in courts than anticipated
77%	not understanding court room procedures

- Forty-five percent (45%) reported that the Vancouver Police Department would be the best service providers for crime victims, mainly due to police being the first people to have contact with the victim.

- Twenty-six percent (26%) of the Judiciary felt that witnesses understand the court process.

- Sixty-two percent (62%) thought a pamphlet on court procedures would be helpful to witnesses in understanding the court process.

- Seventy-two percent (72%) believed that witnesses testify at their first appearance in court.

- Ten percent (10%) of cases, they reported, are not completed due to lack of witness cooperation.

- Seventy-four percent (74%) did not believe victims should have the right to speak to bail, mainly because it's the Crown's job.

- Fifty-eight percent (58%) believed that the victim should have the right to tell the court how the crime effected them (forty-eight percent (48%) in writing and forty-five percent (45%) in person, two percent (2%) both in writing and verbally.)

- Seventy-five percent (75%) reported that they believe restitution should be ordered by the Judges, if payment is a realistic possibility.
- Fifty-five percent (55%) reported that they believe the victim should not have the right to speak to the sentence; most feel it is the Crown's responsibility.
- Ninety-one percent (91%) believed that the victim has the right to know the sentence and that the Corrections Branch should be responsible for the notifications.
- Seventy-five percent (75%) believed that the victim should have the right to know the release date of an incarcerated offender.
- Sixty-six percent (66%) reported that separate waiting rooms for witnesses should be provided.
- Eighty-three percent (83%) reported that they have seen witnesses intimidated; most felt it was minor and infrequent; forty-five percent (45%) felt intimidation of witnesses is a problem in Vancouver.
- Eighty-one percent (81%) felt videotaped testimony should not be permitted.
- Sixty percent (60%) felt that witnesses should be paid a fee for testifying.
- Fifty-eight percent (58%) would favour an on-call system for witnesses.

INTRODUCTION

On May 1, 1983 the Solicitor General of Canada, in cooperation with the Vancouver Police Department, funded a study of victims and witnesses of crime in Vancouver, British Columbia, Canada. The study's objective was to accomplish a needs assesment of victims of crime, determining their needs and the adequacy with which the criminal justice system and social service agencies meet their needs. The findings of the study are to be used to plan an effective strategy to meet the unmet needs of victims and witnesses of crime in Vancouver, B.C.

The study commenced in May 1983 with a review of the literature available on the needs that crime victims often report and survey instruments previously utilized to ascertain these needs. The research conducted by A.B.T. Associates in Richmond, B.C. and the Yukon Study in particular, were helpful in pinpointing attitudinal and behavioural change measurements.

The assistance of many people in the completion of this study is gratefully acknowledged. Eight volunteers donated numerous hours of their time and effort in telephone interviewing and tabulation of data. In addition, a student from Simon Fraser University completed a placement with the project and completed the study design and tabulation of the judiciary survey.

Four Summer Canada students provided excellent interviewing skills. The project secretary and a project volunteer donated numerous hours of time typing this manuscript.

Based on the literature, potential service needs of victims and witnesses were identified. In addition, segments were pinpointed within the criminal justice system process where victims and witnesses might have impact (Exhibit I-1).

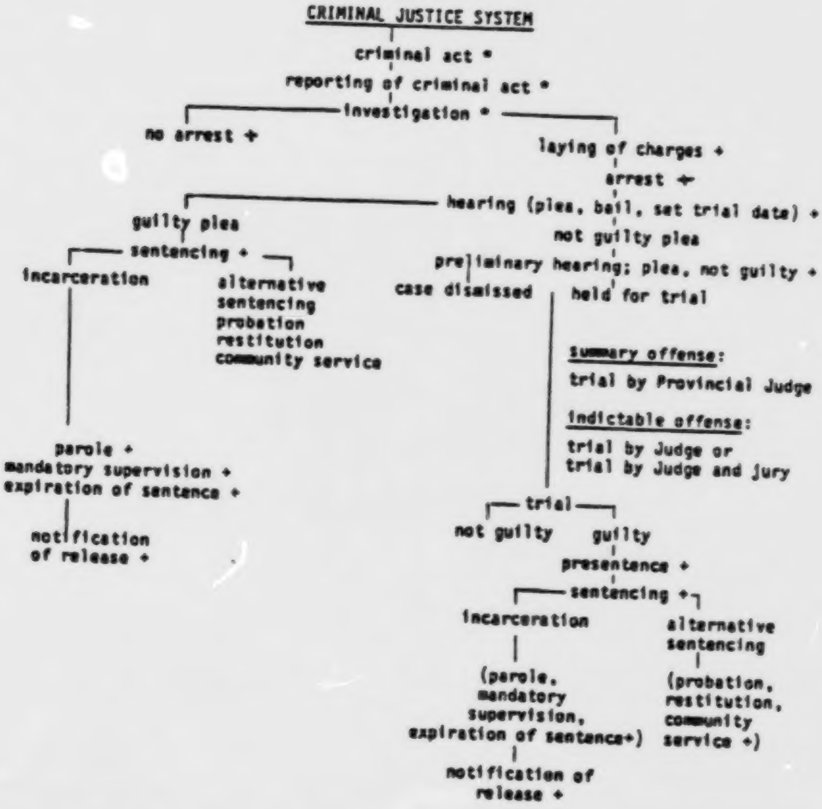
A chart on potential services to victims and witnesses of crime was prepared (Exhibit I-2) and used for planning the survey questions victims of crime would be asked.

The objectives of the study were comprehensive. They concerned the total experiences of a person when they become a crime victim through the experiences of being a witness in court. The opinions of significant others who came into contact with the victim were needed in order to assess the areas and degrees of change they saw as necessary. This mandate necessitated the design of five separate survey instruments:

1. Victim of Crime Survey
2. Police Officer Survey
3. Social and Physical Care Providers Survey
4. Witness Survey
5. Judiciary Survey

Exhibit I-1

ACTUAL AND POTENTIAL AREAS OF VICTIM/WITNESS INVOLVEMENT IN THE CRIMINAL JUSTICE SYSTEM

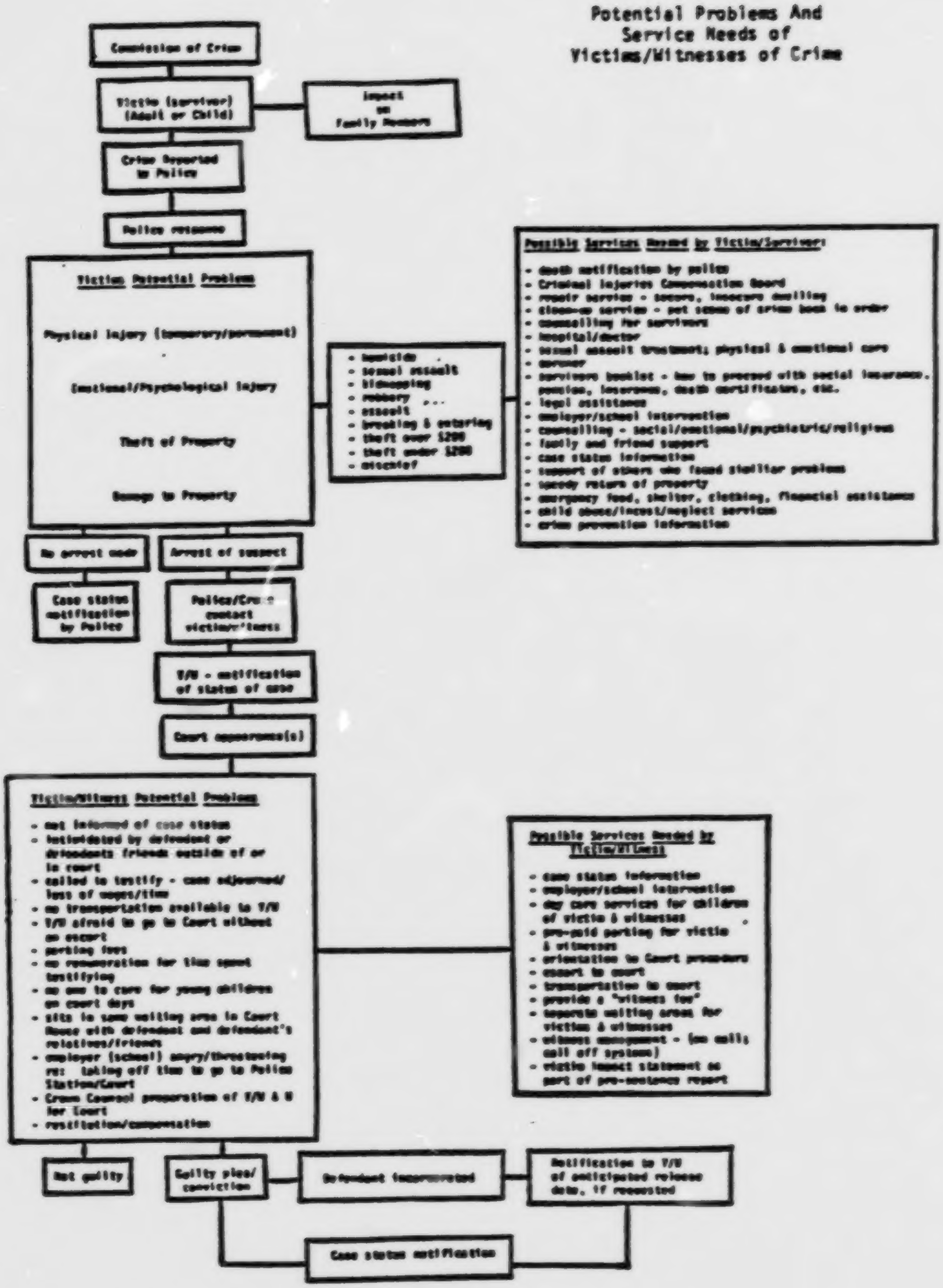

CRIMINAL JUSTICE SYSTEM
criminal act *
reporting of criminal act *
investigation *
no arrest +
laying of charges +
arrest +
hearing (plea, bail, set trial date) +
guilty plea
sentencing +
incarceration
alternative sentencing
probation
restitution
community service
parole +
mandatory supervision +
expiration of sentence +
notification of release +
not guilty plea
preliminary hearing; plea, not guilty +
case dismissed
held for trial
summary offense:
trial by Provincial Judge
indictable offense:
trial by Judge or
trial by Judge and jury
trial
not guilty
guilty
presentence +
sentencing +
incarceration
(parole, mandatory supervision, expiration of sentence+)
notification of release +
alternative sentencing
(probation, restitution, community service +)

* present victim/witness involvement

+ potential victim/witness involvement

Exhibit I-2

Potential Problems And Service Needs of Victims/Witnesses of Crime


Commission of Crime
Victim (survivor) (Adult or Child)
Impact on Family Members
Crime Reported to Police
Police response
Victim Potential Problems
Physical Injury (temporary/permanent)
Emotional/Psychological Injury
Theft of Property
Damage to Property
- homicide
- sexual assault
- kidnapping
- robbery
- assault
- breaking & entering
- theft over $200
- theft under $200
- mischief
Possible Services Needed by Victim/Survivor:
- death notification by police
- Criminal Injuries Compensation Board
- repair service - secure, insecure dwelling
- clean-up service - put scene of crime back in order
- counselling for survivors
- hospital/doctor
- sexual assault treatment; physical & emotional care
- coroner
- survivors booklet - how to proceed with social insurance, pension, insurance, death certificates, etc.
- legal assistance
- employer/school intervention
- counselling - social/emotional/psychiatric/religious
- family and friend support
- case status information
- support of others who faced similar problems
- speedy return of property
- emergency food, shelter, clothing, financial assistance
- child abuse/incest/neglect services
- crime prevention information
No arrest made
Arrest of suspect
Case status notification by Police
Police/Crown contact victims/witness
V/W - notification of status of case
Court appearance(s)
Victim/Witness Potential Problems
- not informed of case status
- intimidated by defendant or defendants friends outside of or in court
- called to testify - case adjourned/ loss of wages/time
- no transportation available to V/W
- V/W afraid to go to Court without an escort
- parking fees
- no remuneration for time spent testifying
- no one to care for young children on court days
- sits in same waiting area in Court House with defendant and defendant's relatives/friends
- employer (school) angry/threatening re: taking off time to go to Police Station/Court
- Crown Counsel preparation of V/W & W for Court
- restitution/compensation
Possible Services Needed by Victim/Witness
- case status information
- employer/school intervention
- day care services for children of victim & witnesses
- pre-paid parking for victim & witnesses
- orientation to Court procedure
- escort to court
- transportation to court
- provide a "witness fee"
- separate waiting areas for victims & witnesses
- witness management - (on call; call off systems)
- victim impact statement as part of pre-sentence report
Not guilty
Guilty plea/ conviction
Defendant incarcerated
Notification to V/W of anticipated release date, if requested
Case status notification

For the purposes of this study, the following definitions are used:

1. Victim:
   Any person 10 years of age or older, who while physically within the legal city limits of Vancouver, B.C., or who resided in Vancouver, B.C. and is (was) a person who was subject to bodily harm or destruction, damage or theft of personal property as the result of the commission of a crime and had reported the incident to the Vancouver, B.C. Police Department.

2. Child Victim:
   Any victim (as described above as "victim"), age 10 years through 17 years of age.

3. Crown
   The prosecuting attorney(s) responsible for the presentation of the criminal offense before the court.

4. Elderly:
   Any victim (as described above as "victim") who is over 65 years of age.

5. Homicide Victim:
   The surviving relative of the victim of a homicide.

6. Judiciary:
   Persons employed in the Courts where criminal trials are heard.

7. Personal Crime Victim:
   Any victim (as described above as "victim") who came face to face with the offender(s) during the commission of a crime.

8. Physical Care Agency:
   Any organized group of medically trained individuals who potentially could provide medical service to victims of crime who were injured during the commission of a crime.

9. Police:
   The law enforcement agency in Vancouver, B.C. known as the Vancouver Police Department, 312 Main Street, Vancouver, B.C. V6A 2T2, Canada.

10. Property Crime Victim:
    Any victim (as described above as "victim") who did not come face to face with offender(s) during the commission of a crime.

11. Social Agency:
    Any organized group of trained individuals who potentially could provide services to assist victims of crime with their problems resulting from their victimization.

12. Sexual Assault Victim:
    Any female victim (as described above as "victim") who was subjected to a sexual assault commited by another person.

13. Spousal Assault Victim:
    Any female victim (as described above as "victim") who was subjected to an assault by a person of the opposite sex who resides with the victim in a conjugal relationship.

14. Witness:
    A person who observed a crime in Vancouver, B.C. and had testified before a criminal court.

The victims service needs, attitudes, feelings, and any behavioural changes they made as a result of the experience of being a victim of crime, were targeted as the primary areas of concern. In addition, ascertaining the victims' knowledge of services that are available in Vancouver as potential sources of assistance for crime victims was a primary area of concern, as the possession of this knowledge directly effects the ability of victims to find needed assistance.

The police officer, as the first person called upon by the victim, immediately after the criminal event, has first hand knowledge of the victim and his needs. Therefore, the officers' opinions of victim needs were to be solicited. The beliefs of the officers concerning services available in Vancouver and information as to how they see their role in the assistance of victims with their needs was deemed important to be able to adequately plan a strategy to meet unmet victim needs.

Social and physical care providers had information needed in terms of their service mandates and the percentage of their clients/patients who were receiving their services as a result of being victimized. The capabilities of the agencies to provide increased service, if additional referrals were made to them also needed to be assessed.

When a victim becomes a witness in court, or a person has witnessed a crime and is called upon to testify, many new problems often arise. Accordingly, information concerning problems witnesses encountered when attending court in Vancouver, B.C. was necessitated.

From the judiciary (Judges, Crown Counsel and Sheriff's Officers), information concerning their attitudes towards restitution, victim impact statements and the extent of intimidation of witnesses in Vancouver was needed in order to complete the informational package of the needs of victims and witnesses of crime.

Accordingly, the five separate survey instruments were needed to address these concerns (Exhibits 1-3, 1-4, 1-5, 1-6, 1-7). Procedures for completing the study were detailed, including the requirement that the survey instruments were to be pre-tested before use by the interviewers. The Vancouver Police Department Executive and Ministry of the Solicitor General of Canada assisted and approved the methodology of the study.

II

METHODOLOGY

A. GENERAL VICTIMS SURVEY

There were 52,140 reports of the crimes of Assault, Robbery, Breaking and Entering, Theft Over and Under $200 (excluding Shoplifting) and Mischief in Vancouver in 1982.

1. A random selection of three hundred (300) victims of the crimes of robbery, assault, breaking and entering, theft over and under $200 (excluding shoplifting) and mischief formed the targeted sample size. To accomplish three hundred (300) completed surveys, it was necessary to randomly select a survey population of four hundred and fifty (450) victims of crime, and attempt contact with them. Of these, seventy-one (71) were not at the phone number provided to the police at the time of the complaint and had no new phone number listed. Thirty-seven (37) refused to participate in the study, and no attempt was made to contact twenty-four (24) victims who were not needed. The targeted sample size had already been exceeded by eighteen (18) completed surveys.

2. The ratio of Personal Crime, (where victim and offender saw one another) and Property Crime, (where no face to face contact took place) in 1982 was one to five. Two random survey populations were formed (personal crimes and property crimes). The one to five ratio of personal crimes

to property crimes was maintained in the random selection of victims. The completed surveys' ratio of personal to property crime as compared to reported crimes in Vancouver, B.C. is reported significant at the .01 level of confidence.

3. Two groups of crime victims were selected based on the date of their victimization. The largest group were victims during July and August 1983 (two hundred and fourteen (214) completed interviews). The other group of victims were victimized by the same types of offenses as 1983 victims, but the offense occurred during July 1982 (one hundred and four (104) completed the questionnaire). In utilizing the 1982 victims as a "control" group, we were able to measure victims attitudes and perceptions of the crime one year after the event and compare their responses to victims who were victimized approximately one week prior to our contact with them.

4. The 1982 and the 1983 sample selection was accomplished by counting the number of offenses in each of the categories of Assault, Robbery, Breaking and Entering, Theft Over and Under $200 and Mischief from the crime bulletins distributed within the Department during July 1982 and July and August 1983. The random selection was weighted in the proportion that they occurred on the crime bulletins. For example, every third victim of Robbery or Assault was selected for the survey sample, but only every eighth victim of

Theft Under $200 was selected. Crime victims who reported having no telephone were excluded from the sample.

5. The target of three hundred (300) victims of crime was increased by eighteen (18) due to interviewers completing additional questionnaires before being notified to stop interviewing. A total of three hundred and eighteen (318) victims were interviewed and their responses recorded.

6. Characteristics of 1982 and 1983 general survey sample respondents are:

a. All victims were victimized in Vancouver, B.C.

b. Only victims of reported crime were included.

c. Personal Crime Victims:
   (29% of total survey respondents)
   1982 - 24 victims
   1983 - 68 victims

d. Property Crime Victims:
   (71% of total survey respondents)
   1982 - 80 victims
   1983 - 146 victims

e. Total males in study - (190), 60% of sample
   Total females in study - (128), 40% of sample

f. General Survey victims reporting victimization by type of criminal offense:

	Actual No. of Victims	% of Sample
Assault	(54)	17%*
Robbery	(36)	12%*
Breaking and Entering	(64)	20%
Theft Over $200	(65)	20%
Theft Under $200	(47)	15%
Mischief	(52)	16%

* Thirty-seven (37) victims of personal crime, forty-one percent (41%), in addition to the personal nature of the crime lost money or property as a result of the incident.

7. The factor of small staff size and the prohibitive cost of in-person interviews, necessitated utilizing telephone interviews with victims. Due to the trauma victims often experience immediately after a victimization, it was with regret that the methodology necessitated interviewers being potentially intrusive in the impersonal manner of telephone contacts. In an attempt to minimize potential increases in victims' trauma and stress, the telephone interviewers were trained to give a standard opening statement, identify themselves and the project and to ask for an agreement on the part of the victim to complete the questionnaire. They were instructed that if the victim showed any reluctance to participate with the study, they were to thank the person for their time and terminate contact. If a victim questioned the authenticity of the interviewer or the study, they were to be given the project's telephone number and told that they could call that number or the main number of the Vancouver Police Department for verification.

8. If the victim was a child under sixteen (16) years of age, the permission of the parent or guardian was required before the interview commenced.

9. The three hundred and eighteen (318) initial telephone interviews were conducted by four "Summer Canada" students. Arrangements were made for four full-time students to be assigned to the Victims Assistance Project for eight (8) weeks during the summer of 1983. The students interviewed the three hundred and eighteen (318) victims and requested permission from the 1983 victims to again contact them by phone at three month intervals.

10. The 1982 victims were contacted one time - a full year after their victimization. The 1983 victims were contacted initially one week after the victimization and two additional times - at three-month intervals. The additional two contacts allowed project personnel to ascertain what percentage of victims developed new problems as a result of their victimization and the percentage that had long term difficulties related to the victimization (Exhibit II-1).

11. Project personnel were able to contact one hundred and eighty-seven (187), eighty-seven percent (87%), victims for the second follow-up contact, three (3) months after the victimization. We were successful in contacting one hundred and forty-seven (147), sixty-nine percent (69%), for the third

follow-up contact, six (6) months after the victimization. These interviews were conducted by paid staff and trained project volunteers.

12. The majority of the telephone calls were initially placed from the project's office allowing project staff to monitor the interviewers' adherence to procedures and the appropriate telephone manner of the interviewer. No set number of required call backs was given to the interviewers. They were instructed to continue to attempt telephone contact until they contacted the victim, found that the phone was not in service, or that the phone number was incorrect.

13. There are numerous cultural and racial minorities represented in Vancouver, B.c. As of 1981, out of a population of 414,281, the following minorities (and numbers of the minorities) may or may not have had a full command of the English language:

Chinese	59,620
German	19,095
Italian	15,215
Pakistan	14,175
French	10,540
Ukranian	8,345
Jewish	7,875
Portugese	5,905
Japanese	5,220
Polish	4,460
Greek	4,075
Hungarian	3,015
Russian	1,705
Spanish	1,500
Indo-Chinese	1,330
Others	4,905

Members of these racial and ethnic groups are often victimized by criminal incidents as are members of the larger population. In randomly selecting crime victims for the study, it was apparent from the surnames of some victims that they were members of a racial or ethnic minority. One of the project interviewers spoke three dialects of Chinese and conducted six surveys in that language. We encountered five other victims of crime who did not speak English at all. One victim spoke only Italian, one spoke Punjabi and the others had to be excluded from the survey as MOSAIC - an interpreter organization was unable to ascertain the language spoken by the victims. In numerous other interviews it was evident to the interviewers that the victim would have preferred to have spoken in his primary language.

14. The interviewers were instructed to respond to victims' requests for assistance with problems that they were experiencing. The assistance was offered after the completion of the survey questions by the victim. They were advised to offer to call the victim back with the information, if unsure of the correct referral.

B. SUDDEN DEATH (HOMICIDE SURVIVORS)

All homicide files maintained by the Vancouver Police Department for 1982 and 1983 were examined to identify the number of survivors of Homicide victims, who had potential service needs as a result of the loss of a relative. In addition to the actual needs of these surviving relatives, the manner in which they were notified of the loss was also examined. In order that project staff could gain insight into the number of surviving victims who were notified of a homicide, a review of all sudden death notifications was conducted for the one (1) year period of April 30, 1983 to March 31, 1984. This allowed project staff to ascertain the number of sudden death notifications made in one (1) year by the Vancouver Police Department.

C. SPOUSAL ASSAULT VICTIMS

D. SEXUAL ASSAULT VICTIMS

It was anticipated that responses of Sexually Assaulted victims and Spousal Assault victims would differ from the general survey victims due to the elevated trauma caused by the crimes and the intensely personal nature of the crimes. For comparative reasons, the two groups of victims were asked the questions from the same questionnaire as was used with the general crime victims (Exhibit II-1). A mature female interviewer was chosen to complete all Sexual Assault victims' questionnaires and two mature female interviewers were chosen to complete the Spousal Assault interviews with the victims.

The victims of Spousal Assault and Sexual Assault were selected by a census of one hundred percent (100%) of the reported identifiable Spousal Assault and Sexual Assaults reported over a two-month period, January and February 1983.

Information Forms

An information form was completed for each victim selected for possible inclusion in all the study (Exhibit II-2). The information provided to the interviewers, if known, was:

1. Occurrence number of the reported offense
2. Date, time and place of occurrence
3. Police classification of the event
4. Victim's name, address and phone number
5. Victim's age category
6. Victim's sex
7. Extent of injury (if a personal crime)
8. Extent of loss
9. A brief description of the crime

Deviations from Planned Methodology - Victim Survey

After completion of thirty-eight (38) sexually assaulted victim interviews we were advised by the Women Against Violence Against Women Organisation that one of the victims had become very emotionally upset as a result of the telephone contact. When random telephone surveys are completed the researcher has no way of pre-determining the emotional and mental state of the victim. In addition, the interviewer responsible for Spousal Assaults reported after completing twenty-one (21) questionnaires that she was concerned that the telephone call to the victim could trigger another assault on the victim, if the contact was discovered by the offender. A decision was made to suspend contacting any additional victims of either Spousal or Sexual Assaults. Concerns about the potential intrusiveness of the telephone survey itself and the potential for triggering another assault caused the decision to cease further contact with the victims of spousal and sexual assault.

It should be noted however, that many victims (general survey victims, spousal and sexual assault victims) expressed the opinion that they were pleased to participate in the study. They found it was a positive life event to be able to talk about the criminal incident and to feel that someone was interested in them and their personal experiences and attitudes.

E. POLICE SURVEY

The Vancouver Police Department had one thousand and three (1,003) sworn members as of August 1, 1983. Ten percent (10%) of the officers (100) were requested to complete the questionnaire (Exhibit II-3) on their views of victim needs, victim services and their own court experiences as witnesses.

The list of sworn officers maintained by the Department was utilized to randomly select the sample. The sample contained sworn officers from all ranks within the Department.

The questionnaires were sent and returned via interdepartmental mail, with a cover letter explaining the purposes of the study.

F. SOCIAL AND PHYSICAL CARE PROVIDERS SURVEY

Service providers in Vancouver who potentially would be able to assist victims of crime with their problems and needs were identified and mailed a copy of the questionnaire (Exhibit I-6). Both physical care providers and social agencies were included. The majority of the sample was selected utilizing the comprehensive Directory of Service for the Greater Vancouver Area, 1983 edition. One hundred and twelve (112) questionnaires were mailed.

The service providers were asked to return the survey to the Victims Assistance Project by return mail indicating the mandate of their agency and the ability of the agency to provide increased services for victims of crime.

An additional twenty agencies were identified as appropriate providers of services to victims and were interviewed in person by project staff.

G. WITNESS SURVEY

It was anticipated that the crime victims surveys would include victims who would become witnesses in court as a result of their victimization. However, it was also anticipated that the resultant number would be low and that additional witnesses would have to be identified and surveyed as the clearance rates by arrest for the crimes of Breaking and Entering, Theft Over and Under $200 and Mischief are relatively low compared to the arrest rate for Robbery and Assault. Victims who were witnesses in court were asked the additional questions from the witness survey questionnaire (Exhibit I-7). An additional witness pool was established in order to interview the targeted number of fifty (50) witnesses.

The witness questionnaire addressed the problems potentially encountered by a witness in attending court and the manner in which assistance was received with these problems. The opinions of the witnesses towards the adequacy of the sentence received by the convicted offender, restitution and notification of the release date of a convicted offender was gathered. Additionally, information was gathered as to possible intimidation of the witnesses. Sixty-two (62) questionnaires were completed.

H. JUDICIARY SURVEY

The judiciary survey questionnaire (Exhibit I-5) was utilized to ascertain the attitudes of Judges, Sheriff's Officers and Crown Counsel in Vancouver, B.C. towards victim/witness needs, victim impact statements, restitution and the intimidation of witnesses.

In August of 1983 there were eighty (80) Judges, sixty-six (66) Crown Counsel and thirty (30) court room Sheriffs, working within the Provincial and County Courts in Vancouver, B.C. Of the one hundred and seventy-six (176) judiciary personnel, a sample of eighty-eight (88) was desired. This represented fifty percent (50%) of each section of the judiciary.

DEVIATIONS FROM PLANNED METHODOLOGY

A random sample of all judiciary personnel was not conducted. Senior Crown Counsel administrators, who granted permission for the survey completion wanted only Senior Crown Counsel staff to complete the questionnaires. Their rationale was that senior members had more experience and would be better able to give accurate assessments of crime victim and witness needs.

Participation was received from all anticipated survey respondents with the exception of the County and Superior Court Judges who declined to participate. The Deputy Director of Judicial Administration for the County and Superior Courts advised that the Chief Justice did not consider the survey questionnaire appropriate for them.

Fifty-eight (58) completed questionnaires were returned.

III

FINDINGS

The findings reported in this section are presented in outline form for the convenience of the reader. The victim surveys report the facts about the victims first in each section followed by the opinions of the victims.

Caution should be exercised by the reader due to the small number in some survey sample populations; particularly, the sexual and spousal assault questionnaire findings. Cautionary notes are placed throughout the body of this report.

A. General Victim Surveys

1. Number of Victims Completing Surveys

	# of Victims
a. General victims - July 1982* (victims of the crimes of Robbery, Assault, Breaking and Entering, Theft Over and Under $200, and Mischief).	104
b. General victims - July 1983* (victims of the crimes of Robbery, Assault, Breaking and Entering, Theft Over and Under $200, and Mischief).	214
Total	318

* the sample size proportion of property to personal crime victims to actual number of reported crimes is at the .01 level of confidence.

c. Second contact with 1983 victims (October, 1983). Eighty-five percent (85%) of the 1983 victims were contacted for the first follow-up contact (187 victims).

d. Third contact with 1983 victims (January, 1984). Sixty-nine percent (69%) of the 1983 victims were contacted for the second follow-up contact (148 victims).

e. Spousal Assault victims: (21) victim surveys were completed.

f. Sexual Assault victims: (38) victim surveys were completed.

2. Number of victims Who Refused to Complete Surveys/Unable to Contact

	Number Refused	%	Number Unable To Contact	%
a. July 1982 victims:	(17)	14%	(51)	30%
b. July 1983 victims:	(20)	9%	(20)	8%
c. October 1983 1983 victims (2nd contact)	(6)	3%	(26)	12%
d. January 1984 1983 victims (3rd contact)	(8)	5%	(64)	30%
e. Spousal Assault victims	(18)	47%*	(25)	40%
f. Sexual Assault victims	(16)	30%*	(29)	35%

* The significantly higher refusal rates for victims of sexual and spousal assault, as compared to refusal rates for "general crime victims" is probably an indication of the intensely personal nature of these crimes

3. Characteristics of Victims in the General Survey Sample*

a. Sample size:

Personal crime victims:	(92)	29%
Property crime victims:	(226)	71%

	Total	% of Sample	Personal		Property	
			1982	1983	1982	1983
male survey victims	(190)	60%	(13)	(41)	(45)	(91)
female survey victims	(128)	40%	(11)	(27)	(35)	(55)
		Total	(24)	(68)	(80)	(146)

* these figures are reported utilizing rounded percentages

b. Marital status of survey victims:

		Number	%
1.	married/common law	(128)	41%
2.	single	(140)	44%
3.	widowed	(12)	4%
4.	separated	(17)	5%
5.	divorced	(20)	6%
6.	refused to answer	(1)	-

c. Education levels completed by survey respondents:

		Number	%
1.	some elementary	(12)	4%
2.	completed elementary	(17)	5%
3.	some high school	(57)	18%
4.	completed high school	(82)*	26%
5.	some technical or community college	(35)	11%
6.	completed technical or community college	(27)	8%
7.	some university	(64)	20%
8.	university degree or higher degree	(21)	7%
9.	no answer	(3)	-

* Seventy-two percent (72%) completed high school or obtained additional education beyond high school

d. Principle dwelling of survey victims:

		Number	%
1.	single house	(127)	54%
2.	semi detached house	(8)	3%
3.	garden, town house or row house	(16)	5%
4.	duplex	(11)	3%
5.	lowrise apartment	(66)	21%
6.	highrise apartment	(29)	9%
7.	hotel	(2)	.05%
8.	rooming house	(4)	1%
9.	basement suite	(7)	2%
10.	coach house	(1)	.05%
11.	family support home	(1)	.05%
12.	nurses residence	(1)	.05%

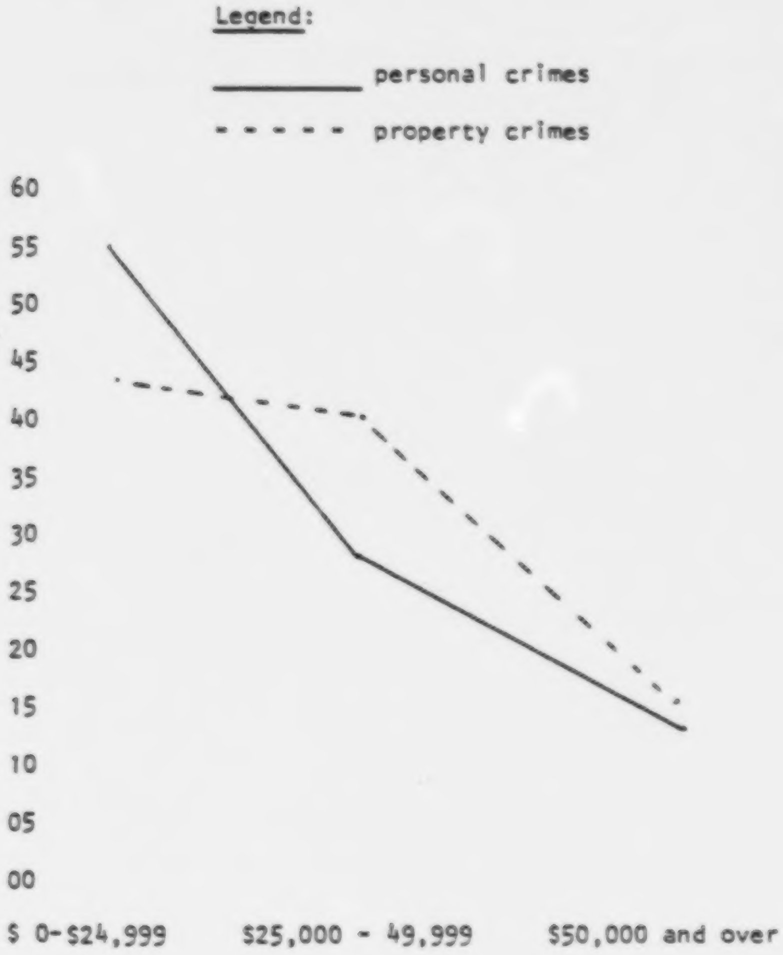
e. Number of persons residing with the victim:

		Number	%
1.	one person	(54)	17%
2.	two people	(87)	27%
3.	three people	(60)	19%
4.	four people	(52)	16%
5.	five people	(30)	9%
6.	six people	(20)	6%
7.	seven people	(8)	3%
8.	other	(7)	2%

f. Number of years victims have resided in Vancouver, B.C.:

		# of Years	%
1.	1 month to 5 years	(67)	21%
2.	5 years to 10 years	(50)	16%
3.	10 years to 20 years	(81)	25%
4.	20 years to 30 years	(57)	18%
5.	30 years to 40 years	(29)	9%
6.	over 40 years	(23)	7%
7.	visitor or out of town resident	(5)	2%
8.	don't know/a long time	(6)	2%

h. Total family income reported by victims*:



* The graph represents one hundred and ninety (190) victim reports; sixty percent (60%) of the total number of victims interviewed. Twenty-five percent (25%) of the victims reported that they did not know the total family income, and fifteen percent (15%) refused to disclose family income.

4. Crimes Reported by Victims/Location/Amount of Loss/Extent of Injury

a. Crime and number victimized:

Crime	Number	%
Robbery***	(36)	40%
Assault***	(54)	60%
Total	(90)	crimes against persons* (29% of total survey sample)

Crime	Number	%
Breaking and Entering	(64)	28%
Theft Over $200	(65)	29%
Theft Under $200	(47)	20%
Mischief	(52)	23%
Total	(228)	crimes against property** (71% of total survey sample)

* crimes against persons - victim saw the alleged offender(s) during the commission of the offense

** crimes against property - victim did not see the offender(s) during the commission of the offense

*** forty-one percent (41%) of victims of personal crimes had personal property stolen during the criminal incident or had personal property damaged

b. Where the criminal incident took place:

	Property Crime		Personal Crime	
	Number	%	Number	%
1. at victims home	(125)	55%	(15)	17%
2. at victims place of work	(5)	2%	(17)	19%
3. outside (of any building)	(44)	19%	(34)	38%
4. in a bar	(3)	1%	(5)	5%
5. commercial building	(19)	8%	(8)	9%
6. other (car/truck/underground parking/covered area at bus stop/hospital/ someone elses' home/ pool at community centre)	(32)	14%	(11)	9%
Total	(228)		(90)	

c. Property taken or damaged as a result of criminal incident:

	Property Crime		Personal Crime	
	Number	%	Number	%
Property taken	(179)	79%	(35)	39%
Damages to property	(127)	56%	(19)	21%

* one hundred percent (100%) of property crime victims had either property stolen, stolen and damaged property, or damaged property as a result of the criminal incident.

d. Extent of property stolen:

	Property Crime		Average Amount of Loss	Personal Crime		Average Amount of Loss
	Number	%		Number	%	
1. cash only	(29)	12%	$ 848	(34)	37%	$475
2. cash and personal property	(19)	8%	1,560	(4)	4%	540
3. personal property only	(42)	21%	1,800	(8)	9%	140
4. appliances and household items	(27)	12%	664	-	-	-
5. motor vehicle/parts/accessories/personal property	(26)	11%	743	(1)	1%	550
6. bicycles	(25)	11%	315	-	-	-

7. other:

a. bicycle and personal property	(2)	$2,600
b. cash/appliance/motor vehicle parts	(1)	$ 640
c. appliance/personal property/cash	(1)	$ 862
d. boating equipment	(5)	$ 963

e. Extent of damaged property:

	Property Crime		Personal Crime	
	Number	%	Number	%
1. dwelling	(52)	23%	(3)	3%
2. household items	(4)	2%	(2)	2%
3. motor vehicle	(63)	28%	-	-
4. personal property	(7)	3%	(14)	15%
5. dwelling and motor	(1)	-	-	-
Numbers of victims reporting damaged property	(127)*	56%	(19)	21%**

* average amount of damage - $440
** average amount of damage - $104

f. Victims who received money for replacement of lost property/pain and suffering/lost income:

Forty-six percent (46%) of the victims in the general victim survey received money for lost property or pain and suffering and lost income (115 victims). Ninety percent (90%) received money for replacement of property, ten percent (10%) for lost income and pain and suffering. Three percent (3%) of personal crime victims made application to the Criminal Injuries Board of B.C. and they were all successful in obtaining an award.

g. Property recovered and returned to victims:

Thirteen (13) victims had stolen property recovered and returned; six percent (6%) of the victims who had property stolen. Nine (9) victims received the property back within four months of the offense. One (1) victim received property back three (3) months after the incident.

h. Number of injuries and extent of physical injury:

	Personal Crimes	
	Number	%
1. bruises/scratches/cuts	(43)	48%
2. knife wounds/bruises/broken bones/burns	(9)	10%
3. broken bones/damaged teeth/bruises	(7)	8%
4. unconscious/concussion/broken bones/	(6)	7%
5. internal injuries/bruises/cuts	(4)	4%
6. gun shot wounds	-	-
Total	(70)	78% of personal crime victims were injured physically

i. Numbers and percentages of victims needing medical care for injuries received*:

	Personal Crimes	
	Number	%
1. hospital emergency	(22)	24%
2. hospital (in patient)	(5)	6%**
3. doctor's office	(10)	11%
Total	(37)	41%

* thirty-seven percent (37%) of injured victims reported that they did not receive any medical care

** Average number of days hospitalized (2)

1. Degrees of knowledge of victims of the alleged perpetrators of the crime

	Property Crime		Personal Crime	
	Number	%	Number	%
1. suspect identified	(41)	18%	(47)	52%
2. suspect known to victim	(23)	10%	(25)	28%
3. victim harmed before by suspect	(3)	1%	(12)	13%
4. suspect had prior criminal record	(13)	6%	(18)	20%
5. charges laid in past for same offense	(8)	4%	(17)	19%
6. victims who came face to face with suspect since the incident	(11)	5%	(24)	27%

5. Attitudes and Opinions of General Survey Victims

a. Complaints of victims about medical staff/medical care:

	Number of Complaints*
1. not helpful in solving medical problem	4
2. not prompt service	11
3. not polite/courteous	5
4. not sympathetic	10
Total	30 complaints

* Nine (9) personal crime victims - thirty-three percent (33%) of those who were injured and required medical care

b. Crime victims response to their victimization:

Responses are reported verbatim from the victims as to how they felt immediately after the incident:

	Property Crime		Personal Crime	
	Number	%	Number	%
1. angry/furious/ very furious/hostile	(88)	39%	(22)	24%
2. upset/annoyed/ confused/disappointed/surprised/ worried/disgusted/ nervous/suspicious/ disturbed/awful/ crying/hurt/sick/ disbelief/bothered about having to report it/dismayed	(o6)	29%	(12)	13%
3. terrorized/ frightened/scared/ shocked/vulnerable/ freaked out/shaking/ panic/screaming/ revulsion/needed protection/violated	(47)	21%	(35)	39%
4. guilty	(2)	1%	-	-
5. broke/drunk	(1)	-	(1)	1%
6. felt violent/became violent/wanted revenge	-	-	(3)	3%
7. unconscious/knocked out	-	-	(6)	7%
8. ok/calm	(21)	9%	(7)	8%
9. no response recorded	(3)	1%	(4)	4%

c. Directed responses of victims of crime as to their feelings (immediately after the incident):

Crime victims responses as to how they felt immediately after the incident, when they were given the choices of: nervous, shaking or crying, angry, confused or in a state of shock, physically sick or nauseous, and "other" category (eight (8) choices plus an "other" category).

To indicate the degree of upset a victim experienced, the data is reported in terms of number of responses; on the premise that the more upset the person was, the more adjectives he would enumerate, indicating his physical and emotional condition.

1. Number of responses of victims:

	Property Crime		Personal Crime	
	Number	%	Number	%
a. zero responses (indicated calm/ ok/	(3)	1%	(1)	1%
b. one response	(72)	32%	(9)	10%
c. two responses	(76)	33%	(22)	24%
d. three responses	(32)	14%	(21)	23%
e. four responses	(28)	12%	(25)	28%
f. five or more responses	(17)	7%	(12)	13%

2. Number of victims who contributed at least one response to the "other" category:

Property Crime		Personal Crime	
Number	%	Number	%
(49)	21%*	(28)	31%**

* most common answers: annoyed; surprised
** most common answers: frustrated;scared

3. Anger as a response to victimization:

Seventy-six percent (76%) of the 1983 victims reported that they were angry about the victimization compared to eighty-six percent (86%) of 1982 victims.

d. Directed responses of victims of crime as to their feelings (after some time passed since the incident)*:

1. Number of responses of victims:

	Property Crime			Personal Crime		
	Number		Total %***	Number		Total %***
	1982	1983		1982	1983	
a. zero ** responses (indicated calm/ok)	(50)	(86)	60%	(14)	(27)	51%
b. one to four responses	(30)	(60)	40%	(8)	(41)	49%

* one year after the incident for 1982 victims; three to four months after the incident for 1983 victims

** "don't know" responses are included in the category of "calm/ok", zero response

*** 1982 and 1983 combined percentage

2. Percent reporting that they were calm:

Fifty-eight percent (58%) of the 1982 personal crime victims reported that one year after the incident they were calm and ok. Sixty-three percent (63%) of property crime victims reported likewise.

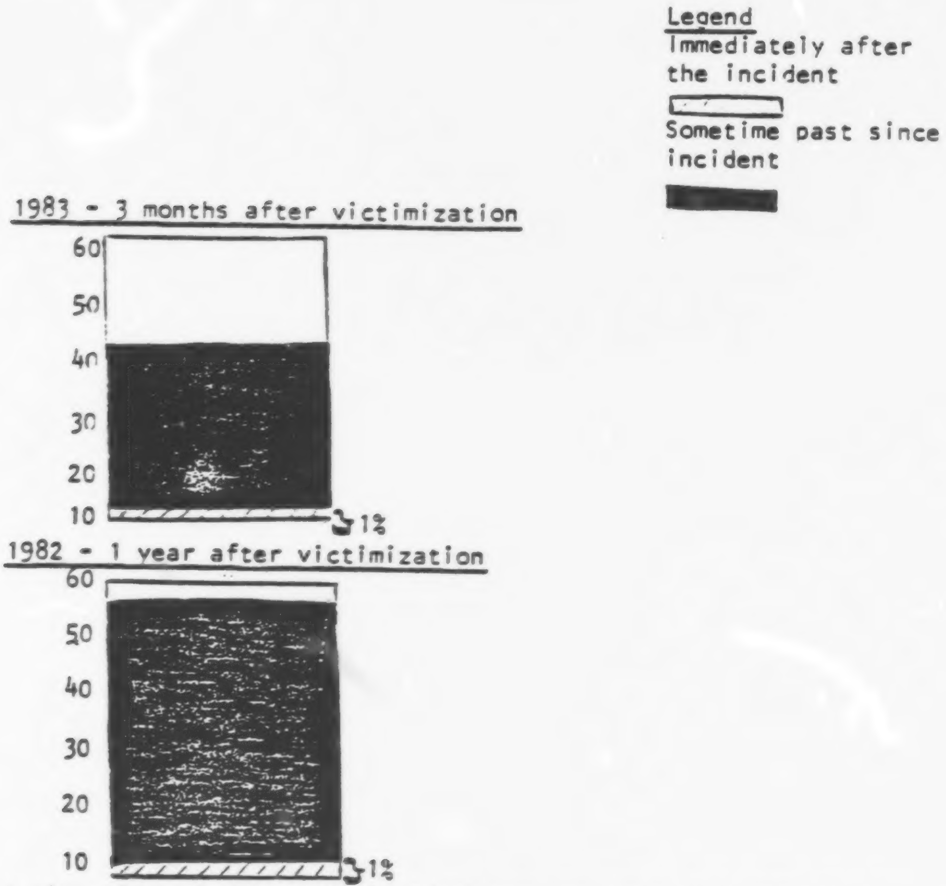
Forty percent (40%) of the 1983 personal crime victims reported that they were calm/ok and forty-one percent (41%) of property victims reported likewise, three months after the victimization.

3. Recovery from victimization:

The group reporting the quickest recovery (reported calm/ok) were male property victims (67%), followed by female property victims (55%).

Male personal crime victims reported recovery faster than women personal crime victims (50% vs. 38%).

Victims reporting they are calm/ok immediately after the victimization and after some time has passed since the victimization*



* time elapsed after the incident was one year for 1982 victims and 3 months for 1983 victims

e. Victimizations' physical/emotional effects of victims:

1. Given some amount of time since the incident (1982 victims - 1 year; 1983 victims - 1 week) victims reported experiencing the following number of effects (choices enumerated were: nervous, crying or shaking, fear of being alone, fear of entering home, fear of going out at night, anger, memory loss, confused or in a state of shock physical sickness or nausea, trouble sleeping, headaches, lack of appetite, fear of strangers and an open ended "other" category).

2. Number of responses:

	Property Crime 1982	Property Crime 1983	Personal* Crime 1982	Personal Crime 1983
a. zero responses (indicated calm/ ok)	(19) 24%	(24) 22%	(5) 21%	(5) 8%
b. one response	(26) 33%	(45) 30%	(2) 8%	(10) 15%
c. two responses	(15) 19%	(36) 24%	(6) 25%	(8) 12%
d. three responses	(7) 9%	(8) 5%	(1) 4%	(10) 15%
e. four responses	(2) 2%	(11) 7%	(2) 8%	(14) 21%
f. five responses	(6) 8%	(12) 8%	(2) 8%	(7) 11%
g. six responses	(4) 5%	(7) 4%	(5) 21%	(3) 5%
h. seven responses	(1) -	(1) -	- -	- -
i. eight responses	- -	(1) -	- -	(3) 5%
j. nine or more responses	- -	(3) -	(1) 4%	(6) 8%
Total	(80)	(148)	(24)	(66)

* due to rounding, percentages do not necessarily total one hundred percent

f. Number of victims who utilized a friend or family member for emotional support and the degree of success resulting from utilizing a friend as a counsellor:

Ninety-six percent (96%) of all victims discussed their situation regarding victimization with a family member or close relative. Seventy-seven percent (77%) of property crime victims found their friends and relatives to be helpful. Eighty-three percent of personal crime victims felt their friends and relatives were helpful to them.

Therefore, twenty-three percent (23%) and seventeen percent (17%) of victims respectively of the property and personal crime victims did not find friends or relatives helpful. In addition, three percent (3%) of property crime victims reported that no one was available for them to talk to, and two percent (2%) of personal crime victims reported that they preferred not to discuss their victimization with either friends or relatives.

g. Victims views of appropriate punishment of offender:

	Property Crime		Personal Crime	
	Number	%	Number	%
1. prison	(37)	16%	(28)	31%
2. fine	(23)	10%	(1)	1%
3. prison and fine	(8)	4%	(5)	6%
4. fine and community	(3)	1%	(1)	1%
5. fine and restitution	(5)	2%	(1)	1%
6. probation	(1)	-	(1)	1%
7. restitution/ reparation	(32)	14%	(5)	6%
8. community work	(14)	6%	-	-
9. psychiatric assistance	(4)	2%	(5)	6%
10. corporal punishment/revenge	(16)	7%	(7)	8%
11. general statements indicating victim not sure of type of punishment deserved or what would be effective/ should be done (ie. punishment, not do it again)	(55)	24%	(15)	17%
12. don't know	(30)	13%	(15)	17%

h. Victims reporting their belief in their entitlement to restitution/reparation:

	Property Crime		Personal Crime	
	Number	%	Number	%
Number of victims who reported they believed that they were entitled to restitution/reparation	(137)	60%	(36)	40%

i. Number of victims previously victimized (by type of offense):

	Property Crime		Personal Crime	
	Number	%	Number	%
victim was previously a victim of another crime	(195)	86%	(64)	71%
1. Previous victims of the same crime	(114)	50%	(23)	26%
2. Previous victims of different type of crime	(81)	36%	(41)	46%

j. Percentage of victims who reported to the Vancouver Police Department, previous victimizations:

Property Crime		Personal Crime	
Number	%	Number	%
(191)	98%*	(54)	84%**

* main reason given for non-reporting was that the incident was considered too minor by the victim

** main reason given for non-reporting was that the crime was too personal in nature

k. Expectations of the victims of police services:

	Property Crime		Personal Crime	
	Number	%	Number	%
1. to catch suspect/ find and return stolen items	(112)	49%	(60)	67%
2. to report for insurance claim requirements	(27)	12%	-	-
3. to report only as it is the civic duty of victim	(36)	16%	(3)	3%
4. for security/ protection	(11)	5%	(20)	22%
5. for general reasons: obtain evidence/help me/ help me deal with my shock	(21)	9%	(3)	3%
6. don't know/not sure/unconscious	(21)	9%	(4)	4%

1. Victim assessment of police service factors:

The police:

	Property Crime		Personal Crime	
	Number	%	Number	%
1. responded quickly	(112)	71%	(70)	81%
2. were polite and courteous	(208)	98%	(76)	90%
3. were sympathetic to victims situation	(156)	85%	(70)	83%
4. did not make victim feel partly responsible	(187)	89%	(54)	63%
5. made victim feel safe and secure	(88)	75%	(61)	78%
6. did all they could to arrest criminal perpetrator	(67)	64%*	(50)	75%*
7. kept victim informed as to case progress	(27)	15%	(27)	33%
8. told victim about available services	(22)	15%	(11)	18%**
9. gave victim helpful information	(58)	29%	(12)	15%

* fifty percent (50%) of the three hundred and eighteen (318) victims surveyed reported that they didn't know if the police did or did not do all they could to arrest the criminal perpetrator

** twenty-three percent (23%) of personal crimes reported that they did not need any services. Sources of referral assistance were the Vancouver Police Department, family, friends, social agencies, hospital, insurance companies, and lawyers.

m. Victims overall perception of police response:

1. Degree of satisfaction with police (current victimization):

	Property Crime		Personal Crime	
	Number	%	Number	%
a. very satisfied/ satisfied	(175)	80%	(67)	81%
b. not satisfied	(43)	20%	(16)	19%

77% of 1982 property crime victims were satisfied/very satisfied
70% of 1982 personal crime victims were satisfied/very satisfied
82% of 1983 property crime victims were satisfied/very satisfied
85% of 1983 personal crime victims were satisfied/very satisfied

A better assessment of police services for 1983 victims, was anticipated due to the time frame of the initial contact with the victim (one week for 1983 victims versus one year after the offense for 1982 victims). The difference is not significant even at .20 level of significance.

2. Reasons for dissatisfaction:

	Property Crime		Personal Crime	
	Number	%	Number	%
a. not much done/ poorly done/ nothing done	(24)	56%	(8)	50%
b. slow response time to call	(2)	5%	(1)	6%
c. both a. and b.	(1)	2%	-	-
d. no one came to crime scene	(8)	19%	-	-
e. couldn't contact police - non-emergency line always busy	(3)	7%	-	-
f. officers unprofessional	(1)	2%	(1)	6%
g. no response to question	(4)	9%	(6)	38%

n. Victims feelings as a measure of their security after the criminal victimization:

	Property Crime		Personal Crime	
	Number	%	Number	%
1. feel less secure	(131)	57%	(65)	72%
2. feel neighbourhood is less safe	(122)	54%	(50)	56%
3. feel victims home is not safe	(102)	45%	(27)	30%
4. anxious in public places	(85)	37%	(56)	62%
5. more suspicious of strangers	(131)	57%	(65)	72%
6. afraid to be alone	(37)	16%	(28)	31%
7. afraid to enter home alone	(35)	15%	(19)	21%
8. afraid to go out at night	(34)	15%	(26)	29%

o. Victims indicating that they feel they may have precipitated or contributed to the criminal event/might have prevented the criminal event:

1. Twenty-six percent (26%) of property crime victims reported that they were either careless, aggravated the suspects, or failed to use crime prevention techniques. Twenty-eight percent (28%) of personal crime victims reported likewise.

2. Fifty-three percent (53%)* of property crime victims felt that they might have prevented the incident by being less careless, or using crime prevention techniques or not aggravating the offender. Fifty-two percent (52%) of personal crime victims reported likewise.

* unrealistic and inappropriate answers were not included (ie. hide the car, not go out)

p. Consumption of alcoholic beverage and victimization:

Property crime victims:

Eleven percent (11%) of the victims of property crime victims reported that alcoholic beverages had been consumed prior to or during the commission of the offense. Seventy-six percent (76%) of the time the offender was under the influence of alcohol; sixteen percent (16%) of the time the victim was under the influence and eight percent (8%) of the time both victim and offender were under the influence.

Personal crime victims:

Forty-one percent (41%) of the victims of personal crimes reported alcoholic beverage consumption had occurred prior to or during the offense. Sixty-eight percent (68%) of the time the offender was reported to be under the influence of alcohol; eleven percent (11%) of the time the victim was under the influence of alcohol and twenty-one percent (21%) of the time both victim and offender were under the influence of alcohol.

q. Changes in behaviour and security measures as reported by victims of crime:

1. 28% 1983 victims reported no change in behaviour or security measures 3 months after the victimization. 10% of 1982 victims reported no change one year after the victimization.
2. Specific changes in behaviour and security measures taken:

	Property Crime		Personal Crime	
	Number	%	Number	%
a. changed activity pattern*	(38)	18%	(37)	47%
b. lock doors and windows	(135)	63%	(39)	50%
c. installed new locks/bars	(70)	33%	(18)	23%
d. leave lights on/use timer	(103)	48%	(31)	40%
e. bought dog/ burgular alarm	(34)	16%	(10)	13%
f. carry/bought weapon	(7)	3%	(6)	8%
g. purchased increased insurance	(20)	9%	(2)	3%
h. protect car/ car parts (lock/ park in safer place)	(90)	42%	(11)	14%
i. have home checked while away	(108)	51%	(28)	36%
j. put possessions in safer place	(110)	52%	(25)	32%
k. other - sold car/put up Neighbourhood Watch stickers	(2)	-	-	-

* Twenty-one percent (21%) of all general crime victims reported that they changed their activity pattern, without changing any other security measure.

3. Property versus personal crime victims and male/female victims degree of change in behaviour and security measures:

Change is defined as one or more changes reported by the victim as indicated on the list in q. 2, page 43.

		1983		1982	
		% Increased Security Measure			
Property crime victims:					
	- male	(73)	80%	(40)	89%
	- female	(39)	71%	(32)	91%
Personal crime victims:	- male	(23)	56%	(10)	77%
	- female	(19)	70%	(11)	100%

r. Knowledge of victims regarding awareness of agencies in Vancouver capable of providing assistance to victims of crime*:

	Reported Agency Exists	%
a. sexual assault centre	(216)**	68%
b. legal aid for crime victims	(161)*	51%
c. transition house for battered wives	(213)*	67%
d. telephone crisis hot lines	(217)*	68%
e. police services for victims	(69)*	22%
f. witness reception areas in court	(48)*	15%
g. free transportation to court, if required	(42)*	13%
h. service agencies primarily for crime victims	(76)***	24%
i. restitution from offender program	(90)*	28%
j. Criminal Injuries Compensation	(130)*	41%
k. Other: Mothers Against Drunk Drivers, Ministry of Human Resources Child Abuse Team, Crime Watch, John Howard Society, Child Abuse Zenith Number	(6)	2%

* The names of any agency where service could be received were not known by the responding victims

** Thirty-six victims mentioned Rape Relief; no other service agency was mentioned

*** Three agencies were named by three victims: Rape Relief, John Howard Society and Victims of Violent Crimes (Victims of Violence)

s. Knowledge of victims in regard to being asked to testify:

Seventy-three percent (73%) of general crime victims reported that they knew they might be asked to testify in court if an offender was apprehended and charged. Twenty-seven percent (27%) responded "no", or "don't know".

t. Victims as consistent reporters of crime:

1. Victims who responded they would report a crime again if victimized: Ninety-six percent (96%). Four percent (4%) responded, "depends on the crime", or "don't know".
2. Ninety-three percent (93%) of victims reported that they would encourage friends and relatives to report crimes (the negative responses centered around the theme that "it is their business, not mine").
3. Victims reported that they believed some people don't report crime because:

	Number	%
a. too much bother/upset/hassle/ ordeal of court	(128)	49%
b. frightened/scared/intimidated	(89)	34%
c. loss too minor	(18)	6%
d. other (ie. victim is not a good citizen)	(28)	11%
Total	(263)	
e. don't know	(59)	
	(322) *	

* numbers total more than the total number of surveyed victims due to multiple responses to the question by four (4) victims

u. Victims reporting intimidation when identity of the offender was known:

	Number	%	# Reporting They Knew Offender
1. Victims were threatened by offender since incident:	(10)*	20%	(48)
a. verbally	(6)		
b. physically	(3)		
c. no response	(1)		
2. The threat was reported	(3)	30% of the time	

3. Victims reported that the threat was not reported due to fear of further retaliation and the belief that nothing could be done about it.

* twenty-one (21) victims, forty-four percent (44%) of those who knew the identity of the offender, responded on another question, that they had a need for protection from the threats of the offender (see number 7, k reported on page 50).

v. Victims views on services needed for victims of crime/preference for service delivery:

1. Overall, fifty-nine percent (59%) of victims of crime felt other victims of crime need more help with their problems of post victimization (eighteen percent (18%) responded "don't know").

2. Sixty-nine percent (69%) of victims responding to the question preferred the Vancouver Police Department to provide the services. Eight percent (8%) responded "don't know". Four percent (4%) of victims responded that combinations of agencies would be acceptable service delivery providers or that selection would depend on the type of crime. Former crime victims group was the next preferred service provider followed by the Ministry of Human Resources and the John Howard Society.

w. Knowledge of victims regarding civil suits to obtain compensation:

1. Forty-four percent (44%) of victims reported that they were aware of small claims court and filing a civil suit as vehicles for compensation and restitution.

x. Percentage of victims who would want to be informed of the anticipated release date of an offender from prison:

One hundred and forty-five (145) victims indicated they would want to be informed; fifty percent (50%), if an offender had been incarcerated.

y. Victims opinions overall of the court system/police department/ medical services/social service in Vancouver, B.C. and overall rating of the City's assistance to victims of crime:

	Good/Fair	Poor	Don't Know
1. court system	(188) 65%	(67) 23%	(36) 12%
2. police department	(250) 86%	(22) 8%	(19) 6%
3. medical services for victims	(152) 52%	(9) 3%	(130) 45%*
4. social services for victims	(113) 39%	(18) 6%	(160) 55%*
5. City of Vancouver - (overall the City's response to crime victims)	(196) 67%	(38) 13%	(57) 20%

* as many victims have had no personal experience with the physical and social care providers, many victims declined to attempt to assess adequacy of service delivery

z. Social service agency utilization by victims of crime:

Three percent (3%) of all general crime victims utilized a social service agency to assist with their problems; eight (8) victims.

Assessment of services received:

100% - personnel polite and courteous
13% - service not prompt (1 victim)
25% - service not helpful (2 victims)
13% - personnel unsympathetic (1 victim)

6. Responses of Relatives to the Victims Victimization

Victims reporting relatives upset/changed by the victimization:

a. Nervous, angry, fear of going out at night, etc.:

	Relatives of Property Crime Victims		Relatives of Personal Crime Victims	
	Number	%	Number	%
1. one response	(51)	50%	(8)	27%
2. two responses	(17)	17%	(9)	30%
3. three responses	(11)	11%	(2)	6%
4. four to ten responses	(22)	22%	(11)	37%
Total	(101)*		(30)**	

* Forty-four percent (44%) of property crime victims had relatives who experienced problems as a result of the victims experiences.

** Thirty-three percent (33%) personal crime victims had relatives who experienced problems as a result of the victims experiences.

b. Relatives of the victims feelings of security since the incident:

Thirty-five percent (35%) of property crime victims and thirty-eight percent (38%) of personal crime victims, reported that one or more of their relatives had altered their feelings of security after the victimization.

	Relatives of Property Crime Victims		Relatives of Personal Crime Victims	
	Number	%	Number	%
1. feel less secure	(50)	63%	(15)	39%
2. feel streets of neighbourhood are less safe	(50)	63%	(11)	32%
3. feel home is not safe	(53)	66%	(12)	35%
4. more anxious in public places	(13)	16%	(6)	18%
5. more suspicious of strangers	(39)	49%	(21)	62%
6. afraid to be alone	(22)	28%	(10)	29%
7. afraid to enter home alone	(21)	26%	(6)	18%
8. afraid to go out at night	(19)	24%	(11)	32%

7. Victims Service Needs; Reported as Not Met/Extrapolated Service Need

Of the three hundred and eighteen (318) victims of crime, sixty-five percent (65%) had at least one service need that was not met. Two hundred and eighty-two (282) service needs were identified by the victims as not met. An additional three hundred and fifty (350) needs occurred and were reported as having been met. The reported unmet needs are extrapolated to the crime victim population based on 1982 criminal incident data supplied by the Vancouver Police Department.

Need:	Total Reporting Need Not Met	# of Surveys Completed	Total # Eligible (1982)	%	Extrapolated Service Need
a. emergency home repair (B & E)	(9)	(64)	9,000	14%	1,260
b. emergency transportation to hospital (Assaults)	(5)	(54)	5,225	9%	470
c. emergency financial aid (Assault, Robbery, B & E)	(5)	(154)	20,965	3%	630
d. advice on practical matters (B & E. Theft Over & Under $200, Mischief, Assault, Robbery)	(14)	(318)	58,765	4%	2,350
e. someone to stay with victim for comfort and security (Assault, Robbery, B & E)	(12)	(154)	20,965	8%	1,680
f. someone to talk to after police leave/next day (all crimes)	(9)	(318)	58,765	3%	1,760

Need:	Total Reporting Need Not Met	# of Surveys Completed	Total # Eligible (1982)	%	Extrapolated Service Need
g. advice on help available from social agencies (all crimes)	(7)	(318)	58,765	2%	1,175
h. more police attention to the case (all crimes)	(46)	(318)	58,765	14%	8,225
i. information about case progress (all crimes)	(78)	(318)	58,765	25%	14,690
j. crime prevention information (all crimes)	(39)	(318)	58,765	12%	7,050
k. threats by offender (help with)	(21)	(318)	58,765	7%	4,110
l. employer/school intervention (all crimes)	(15)	(318)	58,765	5%	2,935
m. translation services	(3)	(318)	58,765	1%	585
n. emergency food/ clothing			NIL		
o. temporary housing			NIL		
p. transportation to and from a social agency			NIL		
q. compensation for medical care costs (Assault)	(6)	(54)	5,225	11%	575

Need:	Total Reporting Need Not Met	# of Surveys Completed	Total # Eligible (1982)	%	Extrapolated Service Need
r. talk to social worker at hospital			NIL		
s. legal advice (all crimes)	(8)	(318)	58,765	3%	1,760
t. assistance in dealing with police/courts/ social agency	(3)	(318)	58,765	1%	585
u. other needs	(3)	(318)	58,765	1%	585
Total Services Needed (reported by 208 victims)	(282)		Total Potential Services Needed Per Year		50,425

1983 Victims:

60% of property crime victims reported having service needs
- (2% of property crime victims needed only case progress information or more attention to their case)

68% of personal crime victims reported having service needs
- (6% of personal crime victims needed only case progress information or more attention to their case)

1982 Victims:

61% of property crime victims reported having service needs
- (11% of property crime victims needed only case progress information or more attention to their case)

83% of personal crime victims reported having service needs
- (0% of personal crime victims needed only case progress information or more attention to their case)

8. Victims: Three Months and Six Months Post Victimization

a. Three months after victimization:

One hundred and eighty-seven (187) victims responded to the second follow-up contact, three months post victimization. (Eighty-five percent (85%) of the 1983 surveyed victims)

1. New problems:

Seven percent (7%) of victims reported that they had continuing problems or that new problems had arisen since last contact with them and seventy-one percent (71%) reported that they were able to receive assistance with their problems. Forty percent (40%) however, reported that they did not find the assistance satisfactory.

2. Knowledge of case progress:

a. Eight percent (8%) reported that an offender had been charged with the offense; ninety-two percent (92%) reported that to their knowledge no one had been charged.

b. Eighty-seven percent (87%) responded that no one had contacted them to advise of case progress or lack of same. Thirteen percent (13%) reported they had been kept informed.

3. Re-victimization:

Sixteen percent (16%) of the victims had experienced a re-victimization within three months.

b. Six months after victimization:

One hundred and forty-seven (147) victims responded to the third follow-up contact; six months post victimization. (Sixty-nine percent (69%) of the 1983 surveyed victims)

1. New Problems:

   Four percent (4%) reported having new problems arise as a result of the victimization between three months and six months following the victimization. Ninety-six percent (96%) reported no new problems. Only one (1) victim reported he found satisfactory assistance with his problems.

2. Knowledge of case progress:

   a. Nine percent (9%) reported they knew that an offender had been charged. Ninety-one percent (91%) responded that no one had been charged.

   b. Four percent (4%) reported they had been kept informed of case progress and ninety-six percent (96%) had not been kept informed.

3. Re-victimization:

   Seven percent (7%) of victims had experienced a victimization since the last contact, three months post victimization.

9. Elderly and Children as Victims

Ten (10) victims of the three hundred and eighteen (318) general survey were identified as elderly, and nine (9) children victims were identified. Due to the small number of children victims and the fact that in seven (7) out of the nine (9) cases the information was gained second hand via parent or guardian the information received was not compared to the general survey responses.

Elderly victims information was compared with the following results:*

1. Elderly victims, as compared to general survey victims, were less angry after victimization (10% as to 36%)

2. The elderly started to lock their doors and windows more after the victimization (60% to 41%)

3. The elderly recited more adjectives expressing their degree of upset than did the general survey victims.

* all are significant at the .05 level of confidence

10. Personal Crime Victims/Breaking and Entering Victims/ Other Property Crime Victims

Eighty percent (80%) of personal crime victims expressed needs that were not met for other than case progress information or for more police attention to their case. Seventy-two percent (72%) of Breaking and Entering victims expressed unmet needs as well. Sixty percent (60%) of all property crime victims had unmet needs.

B. Sudden Deaths

1. Homicide Victims

In 1983 there were twenty-three (23) homicides in the City of Vancouver. Fifty-two percent (52%) of the victims had no next of kin notified as none could be ascertained. Of these notifications seventy-five percent (75%) were accomplished by the Vancouver Police Department. The same pattern holds for 1982. There were forty (40) homicides in 1982 with fifty-three percent (53%) of them not requiring a death notification to the next of kin, as no next of kin was identified.

2. Other Sudden Deaths

In one year time, March 1, 1983 to February 29, 1984, there were a total of eight hundred and sixty (860) sudden deaths in Vancouver, including homicides.

18	homicides
51	accidental deaths
79	suicides
51	accidental overdose
606	sudden deaths, natural causes
5	sudden deaths, causes not specified
31	traffic fatalities
19	deaths due to alcoholism
860	TOTAL

a. Seven hundred and twenty-two (722) notifications were made in a one year period, March 1, 1983, to February 29, 1984.

b. A death notification was made by the Vancouver Police Department in eighty-four percent (84%) of the sudden deaths.

c. Twenty percent (20%) of the death notifications were made by other Police Departments, as the next of kin did not reside in the City of Vancouver.

d. The Vancouver Police, even when a death notification as such is not necessary (ie. next of kin found the deceased and made the report to the Vancouver Police Department) routinely attend the scene.

C. Spousal Assault Victims Surveys

The victims were chosen at random between January and May 1983.

1. Number of Victims Completing Surveys

Twenty-one (21) Spousal Assault victims responded to the survey questionnaire.

2. Number of Victims Who Refused to Complete Surveys/Unable to Contact

Eighteen (18) refused
Twenty-five (25) unable to contact

3. Characteristics of Victims

a. Victims of Spousal Assault; all female personal crime victims. Randomly chosen: crimes committed between January and February 1983.

b. Marital status of survey victims:

48% - married/common law
43% - separated
4% - divorced
4% - not known

c. Education levels completed

Fifty-seven percent (57%) completed high school or completed educational courses beyond the high school level.

d. Principle dwelling of victims:

Forty-two percent (42%) lived in single family houses; thirty-three percent (33%) in lowrise apartments; fourteen (14%) in basement suites; five percent (5%) in townhouses.

e. Number of persons residing with victim:

Not markedly different results from general victims survey data.

f. Number of years victims resided in Vancouver, B.C.:

Not markedly different results from general victims survey data.

g. Occupations of victims:

45% - employed, full time
35% - homemakers
10% - employed, part time
5% - unemployed
5% - students

h. Total family income reported by victims:

48% - total family incomes under $14,999
19% - total family incomes between $15,000 - $24,999
5% - total family incomes between $40,000 - $49,999
29% - responded "don't know"

4. Crimes Reported by Victims/Location/Amount of Loss/Extent of Injury

a. Spousal Assaults, twenty-one (21) victims.

b. Where the criminal incident took place:

Nineteen (19) Spousal Assaults took place in the victims home, one (1) in a commercial establishment, and one (1) victim did not respond to the question.

c. Property stolen or damaged as a result of criminal incident:

One (1) victim had property taken or damaged.

d. Extent of property taken:

$00

e. Extent of damaged property:

$300.00

f. Victims who received money for replacement of lost property/pain and suffering/lost income:

No victims received money for pain and suffering. One (1) victim received $250 from insurance for damaged property.

g. Property recovered and returned to victim:

None.

h. Number of injuries and extent of physical injury:

Eighty-six percent (86%) of the victims were injured: bruises, black eyes, scratches, cuts and bites.

i. Number and percentages of victims needing medical care for injuries received:

28% - required medical care
22% - received treatment at the hospital
50% - requiring emergency care only
50% - stayed overnight or longer

j. Reporters of the crime:

Not markedly different results from general victims survey data.

k. Time elapsed between criminal incident and report of the crime to police:

Seventy-six percent (76%) reported the crime within a half hour of the occurrence. Fourteen percent (14%) between one half hour and one hour, and ten percent (10%) after more than one hour.

l. Degrees of knowledge of victims of the alleged perpetrators of the crime:

100% - suspect known to victim
95% - victims who were harmed by offender before
86% - victims who have seen offender since incident
29% - charges laid against offender in past for same offense

5. Attitudes and Opinions

a. Complaints about medical staff/medical care:

No complaints were recorded.

b. Crime victims response to their experiencing crime (verbatim, immediately after the incident):

63% - "terrorized", "frightened", "in shock"
26% - "very upset", "upset"
11% - "angry"
5% - "calm"

c. Directed responses of victims of crime as to their feelings (immediately after the incident):

Sixty-two percent (62%) contributed at least one additional adjective to the given list.

zero response (calm/ok) - nil
one response - nil
two responses - two (2) victims
three responses - six (6) victims
four responses - eight (8) victims
five or more responses - five (5) victims

d. Directed responses of victims of crime as to their feelings (shortly after the incident):

1. Over fifty percent (50%) of the victims of Spousal Assault reported experiencing the following effects since the incident:

   62% - nervousness
   62% - trouble sleeping
   57% - fear of entering home
   57% - fear of strangers
   52% - lack of appetite

2. Percent reporting they were calm:

   Forty-eight percent (48%) of Spousal Assault victims reported that they were calm when interviewed.

3. Recovery from victimization:

   Same as above.

e. Victimizations' physical/emotional effects on victims:

zero responses (calm/ok) - one (1) victim
one response - zero (nil)
two responses - one (1) victim
three responses - four (4) victims
four responses - three (3) victims
five or more responses - twelve (12) victims

f. Number of victims who utilized a friend or family member for emotional support and the degree of success, resulting from utilizing a friend as counsellor:

90% - spoke to a friend/relative about the incident
100% - felt it was helpful to speak to a friend/relative

Two (2) victims did not speak with a friend/relative; one (1) preferred not to and the other victims family did not want to be involved.

g. Victims views of appropriate punishment of offender:

14% - felt the offender should be sent to prison
14% - wanted the offender to stay away
38% - wanted alcoholic treatment for the offender
33% - didn't know or didn't think anything should be done

h. Victims reporting their belief in entitlement to restitution/reparation:

Fourteen percent (14%) believed that the offender should be required to pay restitution/reparation. Ten percent (10%) were unsure and seventy-six percent (76%) replied "no".

i. Number of victims previously victimized (by type of offense):

95% - were victimized previously (20)
76% - were victims of the same crime (16)
19% - were victims of a different type of crime (4)

j. Percentage of victims who reported criminal incidents on previous victimizations:

85% - reported all previous victimization
15% - did not report previous victimizations (all same offense)
(husband apologized; fear; unable to contact police)

k. Expectations of the victims of police services:

56% - protection; help me
24% - make offender leave the house
10% - put offender in jail
10% - file charges/get restraining order

l. Victim assessment of police service factors:

95% - reported that the police responded quickly to the call
15% - felt that the officer made them feel partly responsible for the assault
95% - felt the presence of the officer made them feel safe and secure
55% - police told them about services available to help with their problems

m. Victims overall perception of police response:

1. Eighty-five percent (85%) of the victims were satisfied or very satisfied with the way the police handled the incident.

2. Responses of not satisfied were:

   - took too long to respond
   - they couldn't do anything
   - one of the two officers was "flip" with victim

n. Victims feelings as a measure of their security after the criminal victimization:

60% - felt less secure
55% - felt home is one place where they were completely safe

o. Victims indicating that they feel they may have precipitated or contributed to the criminal event/might have prevented the criminal event:

1. Fifty-two percent (52%) felt that they might have done something to provoke the incident (all positive answers centered around the theme that the victims were not passive enough and the offender resented the lack of passiveness.

2. Fifty-two percent (52%) felt that they could have possibly prevented the incident.

p. Consumption of alcoholic beverage and victimization:

Sixty-two percent (62%) of the time alcohol consumption had occurred prior to or during the offense. Forty-eight (48%) percent of the time the offender had been drinking alcohol and fourteen percent (14%) of the time both offender and victim were under the influence of alcohol.

q. Changes in behaviour and security measures as reported by victims of Spousal Assault:

57% - reported no change in the crime prevention techniques
19% - changed activity pattern
24% - now lock doors or windows/installed new locks or bars
5% - leave lights on or use a timer
24% - others:
  - encouraged offender to get counselling
  - moved
  - have bag packed and ready if the need arises
  - written to family in another country to have them talk to husband

r. Knowledge of victims regarding awareness of agencies in Vancouver capable of providing assistance to victims of crime:

	Reported Agency Exists	%
1. sexual assault centre	(11)	52%
2. legal aid for crime victims	(7)	33%
3. transition house for battered wives	(15)	71%*
4. telephone crisis hot lines	(9)	43%
5. police services for victims	(4)	19%
6. witness reception areas in court	(3)	14%
7. free transportation to court if required	(-)	-
8. service agencies primarily for crime victims	(2)	10%
9. restitution from offender program	(2)	10%
10. Criminal Injuries Compensation	(5)	24%
11. others:	(-)	-

* thirty-three percent (33%) named an agency who could assist victims

s. Knowledge of victims regarding being asked to testify:

Sixty-six percent (66%) knew they could be asked to testify if the suspect was charged. Twenty-four percent (24%) responded that the question did not apply to them.

t. Victims as consistent reporters of crime:

1. 62% - would report a crime again if one occurred
   24% - reported that the question did not apply to them

   Reasons stated for not reporting future crime:

   - time to go to court too long
   - offender promised never to do it again

2. Seventy-one percent (71%) would encourage others to report crime.

3. Reasons victims think other people don't report crime:

   14% - victims too scared or ignorant of their rights
   19% - victim would be embarrassed (due to cultural differences/language barrier) to report it
   33% - nothing would happen anyway
   5% - both scared and embarrassed
   29% - didn't know

u. Victims reporting intimidation:

Nineteen percent (19%) reported that they had been intimidated by verbal threats. One (1) victim reported the threat to the police.

v. Victims views on services needed for victims of crime/ preference for service delivery:

1. 62% - felt victims need more help with their problems
   24% - responded "don't know"

   Those who felt victims need more help with their problems felt victims need:

   - Alcoholics Anonymous
   - one to one psychiatric counselling
   - assurance that victim is not guilty/assistance in dealing with self blame
   - agencies that are not over-crowded
   - financial difficulties overcome
   - relief from loneliness

2. 29% - feel services should be provided by former crime victims
   24% - feel services should be provided by the Vancouver Police Department
   14% - feel services should be provided by Ministry of Human Resources
   10% - feel services should be provided by the John Howard Society Aid to Victims Project
   24% - responded "don't know"

w. Knowledge of victims regarding civil suits to obtain compensation:

Twenty percent (20%) knew that a victim could sue an offender in civil court for damages or sue him in small claims court.

x. Percentage of victims who would want to be informed of the anticipated release date of an offender from prison:

Forty-eight percent (48%) responded that they would like to know the release date of the offender, prior to the release, if the offender had been sent to prison.

y. Victims opinions of the court system; police department; medical services; social service in Vancouver, B.C. and overall rating of the City's assistance to victims of crime:

Percentages of Spousal Assault victims who view the services/agencies as fair or good:

48% - courts (don't know - 29%)
71% - Vancouver Police Department (don't know - 24%)
57% - medical services (don't know 42%)
66% - social service agencies (don't know 29%)
52% - overall the City of Vancouver (don't know 42%)

z. Social service agency utilization by victims of crime:

Twelve (12) victims of Spousal Assault contacted a social agency for assistance and forty-two percent (42%) had complaints about the agency they used:

75% - personnel polite and courteous/prompt with service
83% - helpful in problem solving
100% - personnel were sympathetic to them

6. Responses of Relatives to the Victims Victimization

   a. Victims reporting relatives upset/changed by victimization:

      Nineteen percent (19%) had relatives who were upset (3 sons, 1 daughter).

   b. Responses of relatives of the victim of their feelings of security since the incident:

      100 % - now afraid to be alone
      75% - felt less secure and afraid to enter home alone
      50% - felt streets less safe and home is completely safe
      25% - more suspicious of strangers; afraid to go out at night, and more anxious in public places

7. Victims Service Needs; Reported as Not Met

   2 victims - emergency financial aid
   1 victim - case progress information
   2 victims - threats by offender
   2 victims - translation services
   1 victim - transportation to or from a social service agency

D. Sexual Assaulted Victims

(Caution should be used in generalizing from this data due to the small sample size)

The victims were chosen at random between January and May 1983.

1. Number of Victims Completing Surveys

   Thirty-eight (38) Sexual Assault victims completed the survey.

2. Number of Victims Who Refused to Complete Surveys/Unable to Contact:

   Sixteen (16) victims refused
   Twenty-nine (29) victims unable to contact

3. Characteristics of Victims:

a. Victims of Sexual Assault - thirty-eight (38) female, personal crime victims.

b. Marital status of survey victims:

53% - single
21% - married/common law
8% - separated
18% - divorced

c. Education levels completed:

Forty-two percent (42%) of Sexual Assault victims completed high school or had advanced schooling beyond the high school level.

d. Principle dwelling of victims:

Forty-seven percent (47%) live in single family houses, twenty-eight percent (28%) in lowrise apartments, five percent (5%) in basement suites.

e. Number of persons residing with the victim:

Not markedly different than general survey victim data.

f. Number of years victims resided in Vancouver, B.C.

Not markedly different than general survey victim data.

g. Occupations of victims:

37% - employed full time
47% - students
3% - housewives
5% - under school age

h. Total family income reported by victims:

71% - less than $25,000/year
48% - under $9,000/year
8% - don't know
3% - refused to answer

4. Crimes Reported by Victims/Location/Amount of Loss/Extent of Injury

a. Sexual Assaults, thirty-eight (38) victims.

b. Where the criminal incident took place:

29% - outside
26% - at victims home
18% - acquaintances house
16% - in a building or commercial establishment
5% - in a car
3% - on a bus
3% - on a boat

c. Property stolen or damaged as a result of criminal incident:

One (1) victim had clothing taken and none reported any damage to belongings.

d. Extent of property taken:

One (1) amount was reported as "not known".

e. Extent of damaged property:

None.

f. Victims who received money for replacement of lost property/pain and suffering/lost income:

No victim reported receiving any type of compensation for pain, suffering or stolen clothing.

g. Property recovered and returned to victim:

None.

h. Number of injuries and extent of physical injury:

Thirty-seven percent (37%) reported they suffered physical injuries as a result of the criminal incident (internal injuries, bruises, scratches, concussion, black eyes, cuts and loss of hair).

i. Numbers and percentages of victims needing medical care for injuries received:

29% - received medical care
10% - emergency care only
1 victim - overnight care

j. Reporters of the crime:

Not markedly different than general victim survey data.

k. Time elapsed between criminal incident and report of the crime to police:

50% - less than half an hour from the occurrence
32% - more than twenty-four hours after the occurrence

l. Degrees of knowledge of victims of the alleged perpetrators of the crime:

37% - have seen offender since incident
11% - harmed by offender before
29% - charges laid against offender before
11% - charges laid for same sexual offense
53% - did not know offender
26% - offender was a friend
8% - offender was a relative
13% - offender was an acquaintance

5. Attitudes and Opinions

A. Complaints about medical staff/medical care:

Eighteen percent (18%) had one or more complaints about hospital staff.

9% - of eleven requiring care found the staff impolite or discourteous or not helpful in solving the problem.
18% - of victims requiring care found the staff did not provide prompt service and were unsympathetic.

b. Crime victims response to their experiencing crime (verbatim, immediately after the incident):

Of thirty-two (32) victims responding to the question, they reacted to the incident in the following manner:

44% - frightened/devastated/despairing/experiencing hyperventilation/shock/screaming
41% - nervous/shaking/upset/crying/confused/hurt
9% - angry/hostile
8% - calm

c. Directed responses of victims of crime as to their feelings (immediately after the incident):

zero responses (calm/ok) - nil
one response - 5 victims
two responses - 8 victims
three responses - 10 victims
four responses - 11 victims
five or more responses - 4 victims

d. Directed responses of victims of crime as to their feelings (after some time passed since the incident):

1. The victims report they have experienced the following effects since the victimization:

61% - angry
58% - nervous
55% - trouble sleeping
45% - fear of strangers
42% - fear of being alone
39% - fear of going out at night
32% - crying or shaking
21% - fear of entering home
21% - confusion/state of shock
18% - physically sick/nauseous
15% - lack of appetite
5% - memory loss

Other responses: scared/fear of men/helplessness/personality changed (much more inhibited/panicky/hostile towards men).

2. Forty-seven percent (47%) report they were calm/ok at the time of the interview. Fifty-three percent (53%) reported that they were either nervous, angry, confused, upset, curious as to police response, their personality changed, they had mixed emotions, they were anxious about court case, they feel restricted and constrained regarding freedom, they hate men, or stressful.

3. Recovery from victimization:

Same as above.

e. Victimizations physical/emotional effects of victims:

zero responses (calm/ok) - 4 victims
one response - 6 victims
two responses - 1 victim
three responses - 3 victims
four responses - 7 victims
five or more responses -17 victims

24 other responses were reported (ie. headaches, upset, agitated, fearful)

f. Number of victims who utilized a friend or family member for emotional support and the degree of success resulting from utilizing a friend as a counsellor:

100% of the victims reported that they spoke to a friend or family member and ninety-five percent (95%) found the conversation helpful to them.

g. Victims views of appropriate punishment of offender:

29% - prison (life, 10 years, 2 years, indefinitely)
26% - corporal punishment (castration/beat him up/whip him/ the same thing happen to him)
16% - death
13% - psychiatric treatment
4% - probation
4% - put in group home
8% - don't know

h. Victims reporting their belief in their entitlement to restitution/reparation:

Thirty-seven percent (37%) reported that they felt they should receive money or services for the harm the offender caused the victim.

i. Number of victims previously victimized:

25% - previously been victims of a Sexual Assault
13% - victims of other crimes

j. Who reported criminal incidents:

Twenty-one percent (21%) reported the crime was reported to the Vancouver Police Department by a physical care provider or a social agency.

k. Expectations of the victims of police services:

65% - don't know
52% - catch perpetrators/catch and remove perpetrator/ arrest/catch and charge
22% - to report it/civic duty
13% - stop a reoccurrence
9% - help/more support
4% - as much as they could

l. Victim assessment of police service factors:*

90% - felt that the police responded quickly
95% - felt the officer(s) was polite and courteous
84% - felt the officer(s) was sympathetic to situation
76% - felt the officer(s) didn't make them feel partly responsible for the incident
34% - felt the officer(s) made them feel safe and secure
50% - felt the police did all they could to arrest the offender
34% - reported they were kept informed of case progress investigation
29% - reported the police told them of available services
26% - reported they were given helpful crime prevention information

* were victimized prior to the formation of the Sexual Offense Squad, Vancouver Police Department

m. Victims overall perception of police response:

1. Eighty-four percent (84%) were "satisfied" or "very satisfied" with the police handling of their case.

2. Responses of "not satisfied" were:

   - didn't catch suspect
   - constable scared her regarding other incidents that could have happened
   - too slow to respond
   - shouldn't have sent a man/two big men took the complaint
   - didn't take my children and me to the hospital

n. Victims feelings as a measure of their security after the criminal victimization:

Victims reported that they:

76% - feel less secure
60% - feel streets of their neighbourhood are less safe
32% - feel that home is the one place where they are completely safe
45% - are more anxious in public places
65% - are more suspicious of strangers
58% - are now afraid to be alone
18% - are afraid to enter home alone
32% - are afraid to go out at night

o. Victims indicating that they feel they may have precipitated or contributed to the criminal event/might have prevented the criminal event:

1. 32% - felt they could have possibly taken some action to prevent the assault
   34% - felt they might have been able to do something to stop the incident from occurring
   4% - responded "don't know"

2. Reasons Victims felt they might have prevented the incident:*

   - not talk to strangers
   - not go with him
   - have my hearing aid turned up at all times
   - stayed away from his place

   * as noted earlier, these responses do not mean that the event would not have taken place, only that the victim views it in that manner

p. Consumption of alcoholic beverages and victimization:

Eighteen percent (18%) of the time, alcohol was consumed prior to or during the criminal incident.

- both victim and suspect (3)
- suspect (2)

q. Changes in behaviour and security measures as reported by victims of sexual assault:

34% - reported no change in crime prevention techniques
47% - reported that they changed activity pattern
29% - locked door and/or windows when at home or before going out
21% - installed new locks/put bars on windows
8% - leave lights on/installed new lights/use light timer
13% - carry, bought a weapon for protection
11% - have home checked while away
-% - bought a dog/burgular alarms
3% - bought increased insurance
-% - protect car (lock or park in a safer place)
5% - put possessions in safer place
other - "have a man around for protection" (1 victim)

r. Knowledge of victims regarding awareness of agencies in Vancouver capable of providing assistance to victims of crime:

Percentage of victims who knew the existence of agencies/ services:

87% - sexual assault centre/transition houses (of those who knew of the existence of a sexual assault centre, fifty-five percent (55%) name Rape Relief - no other agency was named)
42% - legal aid for crime victims
87% - telephone crisis hot lines
29% - felt there were service agencies primarily for crime victims (M.H.R., Childrens Hospital, John Howard, Child Abuse Team, Battered Womens Groups)
34% - Criminal Injuries Board

s. Knowledge of victims regarding being asked to testify:

Eighty-six percent (86%) knew they might be called upon to testify if charges were laid.

t. Victims as consistent reporters of crime:

1. 84% - would report a crime again if one occurred
   8% - would not report a crime

   Reasons for not wanting to report:

   - "too much hassle"
   - "too embarrassing for victim and not the suspect"
   - "depends on the crime"

2. Ninety-two percent (92%) would encourage relatives and friends to report crime.

3. Thirty-one victims (31), eighty-two percent (82%), articulated reasons why they think victims don't report crime:

   42% - victims afraid (92% of suspects and 8% of courts)
   26% - too much hassle/bother/can't do much or anything/ people are lazy
   16% - victims embarrassed
   6% - feel police won't believe them/do anything
   6% - don't trust police
   3% - people know the offender

u. Victims reporting intimidation:

Ninety-seven percent (97%) of victims of Sexual Assault reported that they had not been intimidated. One victim reported that she had been intimidated, and that her family solved the problem.

v. Victims views on services needed for victims of crime/ preference for service delivery:

1. 69% - felt victims need more help with their problems

   Those who felt victims need more help with their problems felt that victims need:

   84% - support/counselling/assurance
   8% - pamphlet regarding procedures/more information
   4% - services for children victims
   4% - depends on the crime

2. Services should be provided by:

55% - feel services should be provided by former crime victims
16% - feel services should be provided by the Vancouver Police Department
13% - feel services should be provided by the Ministry of Human Resources
8% - feel services should be provided by the John Howard Society Aid to Victims Project
5% - "don't know"

w. Knowledge of victims regarding civil suits to obtain compensation:

Thirty-eight percent (38%) knew victims could attend small claims court and thirty-six percent (36%) knew victims could file a civil suit for damages.

x. Percentage of victims who would want to be informed of the anticipated release date of an offender from prison:

Seventy-five percent (75%) responded that they would want to know the expected release date if an offender was sent to prison.

y. Victims opinions of the court system; police department; medical services; social service in Vancouver, B.C. and overall rating of the City's assistance to victims of crime:

Victims reporting their assessment of services/agencies as fair or good:

44% - courts (don't know - 11%)
81% - Vancouver Police Department (don't know - 3%)
58% - medical services (don't know - 32%)
58% - social services (don't know - 18%)
53% - overall rating of the City of Vancouver services for crime victims (don't know - 29%)

z. Social service agency utilization by victims of crime:

Thirty-nine percent (39%) had complaints about a social service agency. Three (3) agencies were criticized by seven (7) victims. The complaints were that the agencies were not helpful in solving the problems of the victim or were unsympathetic, or not polite or courteous, or didn't understand the case, or couldn't fulfill the victim's mother's wish for vengeance.

6. Responses of Relatives to the Victims Victimization

Seventy-four percent (74%) reported one or more of their family members was effected by the victimization. The major reactions were increased suspicion of strangers/ the feeling that home is the one place they are safe (61%)/ the streets of their neighbourhood are less safe (50%)/ feel less secure (43%).

7. Victims Service Needs; Reported as Not Met

5% - needed someone to stay with them for comfort or security
3% - needed someone to talk to after the police left or the next day
5% - needed advice on help available from social agencies
42% - felt they needed more police attention to their case
66% - needed more case progress information
8% - needed crime prevention information
3% - needed to talk to a social worker at the hospital
5% - needed legal advice
8% - needed assistance in dealing with courts, social agencies and the police

E. Police Questionnaires

1. Perception of Victim Needs by Vancouver Police Department Sworn Members:

a. Response of one hundred (100) sworn officers to a list of twenty-eight potential needs for victim/witnesses of crime resulted in no less than fifty-three percent (53%) of the officers responding to each of the questions in the affirmative. They reported that they have seen victims/witnesses in need of these services, ranging from fifty-three percent (53%) of the officers affirming the need to have assistance in filling out forms to a high of ninety-five percent (95%) for the need for crime prevention information.

b. Officer concerns regarding list of potential needs:

1. Criminal Injury Board is being abused (1%)
2. needs should not be taken for granted as rights, as who will pay for them? (2%)
3. not police responsibility/is a social agency responsibility (1%)
4. depends on crime/more serious crimes only (3%)

c. Officer comments regarding needs of victims or services:

1. all of the services should be provided (7%)
2. offender has justice, victim doesn't (2%)

d. In the experiences of the officers querried, the major needs of victims were classified as follows:*

1. procedures/case progress information (36%)
2. crime prevention information (30%)
3. counselling and emotional support to reduce anxiety and resultant paranoia and fear of court (26%)
4. restitution/compensation (21%)
5. knowledge that they are cared about/lessen frustration (20%)
6. prompt return of stolen property (9%)
7. justice/fair sentence for the criminal (5%)
8. offender won't be punished (fear on part of victims) (5%)
9. temporary housing/transition houses (5%)
10. loss of wages/job (4%)
11. assistance in completing insurance claims (4%)
12. embarrassed/upset re: calling police - encouraged to call again in the future if necessary (3%)
13. better police attention to case/better laws (2%)
14. compensation for attending court (1%)
15. need varies by offense (1%)
16. all needs (1%)

* total is more than 100% due to the officers listing more than one (1) need in many cases

e. Transportation of victims:

Fifty-six percent (56%) of officers report that they have been involved in transporting victims to the Ministry of Human Resources (56 officers); hospitals (30 officers); transition houses (13 officers), and to eleven (11) other agencies.

f. Perceptions of victims relatives as being in need of services was reported as follows:

46% - reported that the victims family has service needs
26% - reported the victims family has service needs, depending on circumstances and nature of the crime
28% - reported that they do not feel the victims family has service needs

comments:
- to hurt one in the family, hurts all
- family shares helplessness and fear of victim
- important to deal with family as family deals with victim in the future
- family unable to help victim due to lack of experience
- family hides their needs to appear strong for victim
- husbands of sexual assault victims
- children of battered wives
- child abuse cases

Eleven (11) other comments indicated that the family often needed assurance that the victim will not be abused again/family rarely needs help/ family needs help with referrals.

g. Perceptions of the percentage of victims who have service needs, that the officer comes into contact with:

Victims in Need	Officers expressing percentage
0-19	32
20-49	20
50-79	21
80-100	12
"don't know"/no response	15

An average of the police officer responses indicates that 39% of victims they come into contact with have service needs.

2. Perception of Service Agencies in Vancouver

a. Ninety-six percent (96%) were aware of sexual assault centres in Vancouver (Rape Relief (25), Women Against Violence Against Women (21), Rape Relief and W.A.V.A.W. (5) and Shaughnessy Hospital (5).

b. Sixty-seven percent (67%) reported there is legal assistance for crime victims with fifty-eight percent (58%) of those who responded positively, listing an agency or service where some assistance or a referral could be obtained.

c. Ninety-percent (90%) of the officers knew of transition houses for battered wives.

d. Ninety-one percent (91%) of the officers knew of telephone crisis hot lines.

e. Thirty-five percent (35%) reported that the Vancouver Police Department had services to assist victims (911 line, crime prevention information, Car 86 and the Department as a whole).

f. Forty-three percent (43%) felt there were witness reception areas in court.

g. Seventeen percent (17%) reported that there is free transportation to court available.

h. Forty percent (40%) listed services/projects specifically oriented to assist victims (John Howard Aid to Victims Project, and the Criminal Injuries Board).

i. Forty-three percent (43%) felt there were restitution/compensation programs for victims (eleven percent (11%) named civil court, or restitution/diversion programs).

j. 82% knew of the existence of compensation from the government.

k. Other services listed, not named above were: MOSAIC (3), Mothers Against Drunk Drivers (1), Childrens Zenith Help Line, special attention by police to the case on request (1).

3. Police Use of Referrals of Victims to Other Agencies for Assistance

a. Eighty-three percent (83%) reported that they have referred victims to service agencies.

b. Seventeen percent (17%) have not made referrals because:

5% - many victims don't want referrals
3% each - not routinely/don't know where to refer them
1% each - not many available/not role of police/don't like the agency/where assigned/most victims know services in my area

c. Fifty-six percent (56%) of officers report they refer victims to the emergency or regular services of the B.C. Ministry of Human Resources:

19% - refer to the Criminal Injuries Board
10% - to legal aid
9% - to the Salvation Army
8% - to the Office of the Rentalsman
8% - to the transition houses
8% - depends on situation
7% - to Family Court Justice

4. Police Disbursement of Information on the Availability of Compensation

a. Twenty-seven percent (27%) reported they tell all victims about the Criminal Injuries Board.

b. Reasons for not informing victims were:

37% - only tell innocent victims
19% - don't know enough about it/never heard of it/ too busy/not police responsibility - is the courts responsibility

5. Rewards for Officers Assisting Victims of Crime

Seventy-six percent (76%) felt they were rewarded for assisting victims; eighty percent (80%) through personal satisfaction with the remainder receiving satisfaction from thank you comments and letters from victims/their pay cheque/their positive evaluation on performance ratings for providing crime prevention infromation.

6. Officers Perception of Their Role in Regard to Victims Needs

a. Referrals to victims:

Eighty-four percent (84%) of the officers perceived their role as including the responsibility for the referral of victims to agencies. Eight percent (8%) responded that some of the time they feel it is their responsibility. The reasons given for negative responses were:

4% - referral is someone elses job
2% - don't know agencies
2% - no good agencies around

b. Case progress information:

Thirty-seven percent (37%) saw it as part of their role to provide case progress information with six percent (6%) reporting, depends on circumstances. Fifty-seven percent (57%) responded negatively with the major reasons given as:

29% - no time/it would take too much time
21% - responsibility of Crown/Crown knows, police don't know information

7. Officers View of Special Services for Crime Victims

a. Ninety-one percent (91%) reported they feel victims of crime should have special services available to them to assist with their problems as a result of the criminal incident. Seven percent (7%) responded "no", and four percent (4%) responded "depends on the crime/circumstances".

b. Twenty-two percent (22%) felt that the service should be provided by the police and as a combined effort with one or more agencies (ie. the Ministry of Human Resources, John Howard Society, Former Crime Victims Groups). Thirty percent (30%) felt that a specific agency should provide the service with the Ministry of Human Resources selected seventeen (17) times, John Howard Society six (6) times, Former Crime Victims Groups and civilian police personnel three (3) times each, and police officers/communication operators one (1) time.

c. The John Howard Society Aid to Victims Project (providers of service at the time of the questionnaire but shortly thereafter disbanded) was utilized by thirty-five percent (35%) of Vancouver Police Department Officers. Sixty-five percent (65%) said they had not or would not send victims to the service. Fifty percent (50%) of those officers did not use the services for referral because they didn't know of it or didn't know enough about it. Thirteen percent (13%) felt it was not a proper mandate for John Howard to be providing services to victims and three percent (3%) felt the Ministry of Human Resources was better qualified.

d. Sixty-four percent (64%) felt the services provided to crime victims by existing agencies serve victims needs well, with seventeen percent (17%) responding "don't know". Negative responses were due to perceptions of agencies as "anti-police"; provided poor services as reported by negative feedback received from victims who used the service (4), didn't meet victims needs (2), negative image of agency (1), agency interferes with investigation (1).

8. Officers Views of Need for Information on Victims of Crime

a. Forty-five percent (45%) report they have received some training that helped them to understand problems victims of crime experience (Police Academy (34), on the job contact with victims/Community Relations Office (6), university/courses/church (6).

b. Eighty-one percent (81%) felt an in-service training program on the needs of victims of crime and services available would be useful to them. Two percent (2%) didn't know and seventeen percent (17%) responded that a program was not necessary as: they need a booklet of services with frequent updates (6), they are aware of victims needs (8), one to two hours sufficient, useful to victims but not pragmatically to police (1), have no time to comfort victims, too busy (1), program could only deal in generalities (1).

9. Officers Views on Testifying in Court

a. Officers report experiencing the following problems when attending court:

17% - getting enough sleep due to shift work
9% - wasting time in court/not known if needed
7% - interfers with family/social life/days off
6% - scheduling too many cases for same date/time
2% - nervousness
11% - eleven complaints regarding other problems - child care/lack of all parties attending/lack of non-smoking areas

b. Sixty-two percent (62%) of those with complaints reported that they experience these problems often. The balance reported that they have problems occasionally.

F. Social and Physical Care Providers

1. Of the one hundred and twelve (112) questionnaires mailed to social service and physical care providers in Vancouver, ninety percent (90%) were returned.

2. Of the one hundred and one (101) responding agencies/services, seventy-eight (78) were appropriate service referrals. They responded that they were capable of providing service to crime victims, even on an increased basis. All agencies provided information on their goals, objectives and requirements to obtain service.

3. In addition, twenty (20) agencies were immediately identified as appropriate potential service providers and were contacted directly by project personnel. If a service project for victims of crime is developed in future with referral as a part of the project, all of these agencies would be recontacted to assure information received in August and September 1983 continues to be valid.

4. The following agencies have expressed particular interest in assisting with any effort to improve services to victims of crime:

   a. Family Service of Greater Vancouver
   b. Suicide Attempt Follow-up Evaluation Research (S.A.F.E.R.)
   c. United Chinese Community Enrichment Services Society
   d. The Salvation Army of Vancouver
   e. Kinsmen Rehabilitation
   f. Lookout
   g. The John Howard Society
   h. Correction Branch of B.C. - Vancouver Family Court
   i. Criminal Injury Board of B.C.
   j. The Justice Institute of B.C.

5. Agencies Responding Positively to the Questionnaire

   a. Aging:

      - Gain for Seniors
      - Kitsilano Inter Neighbourhood Development
      - Old Age Security
      - Operation Friendship
      - Senior Citizens Outreach Society
      - Shelter Aid for Elderly Renters
      - Senior Safety Line
      - West End Seniors Network

b. Alcohol Abuse:

- Ministry of Health
- Pender Detox Centre
- Salvation Army - Detox Unit
- Salvation Army - The Homestead Woman Alcoholics
- The Aura Society
- Connection Society
- Sancta Maria House
- Stepping Stone
- Alcoholics Anonymous
- Al-Anon
- Al-Ateen
- Broadway Tabernacle
- Interlock
- Native Courtworker and Counselling Association of B.C.

c. Battered Women:

- Vancouver Transition House
- Battered Women's Support Services
- Powell Place Sanctuary for Women
- Wen-Do-West (self defense for women)

d. Bereavement Services/Death Related Services:

- Anchor Counselling Services
- B.C. Coroners Service
- Broadway Tabernacle
- B.C. Funeral Service Association
- Grief and Loss Program
- Grief Recovery Program
- Homicide Cleanup Service
- District Registrar
- Memorial Society of B.C.

e. Assistance for Children:

- Child Protection Services (M.H.R.)
- Children's Hospital
- Family Court
- Helpline for Children
- B.C. Society of Crippled Children
- Sudden Infant Death Syndrome (S.I.D.S.)
- Infant Development Program
- B.C. Lions Society for Crippled Children
- Vancouver Incest Sexual Abuse Centre Society

f. Crime Compensation and Financial Services:

- Income Security Programs
- Emergency Social Service
- Income Assistance
- Debtor's Assistance Branch
- Criminal Injuries Compensation Board
- Debtor's Assistance and Poverty Information
- Poverty Information and Advocacy Service
- Income Security Programs
- Shelter Aid for Elderly

g. Crisis Intervention and Counselling:

- Crisis Intervention and Suicide Prevention Centre
- Lookout
- Sunflower Family Crisis Intervention
- Suicide Attempt Counselling Service
- Association of Neighbourhood Houses of Greater Vancouver
- Family Services of Greater Vancouver
- Parents in Crisis

h. Drug Abuse Other Than Alcohol:

- Narconon Society of B.C.
- Narcotics Anonymous
- NarAnon

i. Emergency Food and Shelter:

- Salvation Army: Dunsmuir House for Men
  Family Service Centre
  Harbor Light House
  Maywood Home
  The Anchorage
- Franciscan Sisters of the Atonement
- Union Gospel Mission
- St. James Social Service
- Marguerite Dixon House
- Catholic Charities Mens Hostel
- Vancouver Hostel
- Unemployment Insurance
- New Hope Drop In Centre
- Lookout
- Sunflower Family Crisis Intervention and Run Away Shelter
- Owl House Emergency Shelter
- False Creek Residence
- Munroe House

j. Health Services:

- Children's Hospital
- St. Paul's Hospital
- Shaughnessy Hospital
- St. Vincent's Hospital
- U.B.C. Health Services Centre Hospital
- Vancouver General Hospital
- V.D. Clinic
- Burnaby Hospital
- Holy Family Hospital

k. Homemaker Services:

- Community Homemaker Service Association of Greater Vancouver
- Cedar Cottage Homemakers
- Downtown Homemakers
- Help Program
- St. James Home Help

l. Immigration Services:

- Catholic Immigrant Services
- Immigrant Services Centre
- Immigrant Services Society of B.C.
- Immigrant Resources Project
- Canada Immigration Division
- Immigrant Reception Centre

m. Legal Services:

- People Law School
- Vancouver Community Legal Assistance
- Law Referral of Canadian Bar Association
- Legal Services Society of B.C.
- Law Students Legal Advice Society
- U.B.C. Legal Clinic
- West Coast Environmental Law Association
- Regional Crown Counsel
- B.C. Civil Liberties Association
- Dial a Law

n. Mental Health Services:

- B.C. Association for Mentally Retarded New Options
- Greater Vancouver Mental Health Services
- Mental Health Liaison Program
- Vancouver-Richmond Association for Mentally Handicapped
- Pacific Association for Autistic Citizens
- Mental Patients Association Residences
- Coast Foundation Society
- Loma Residence Association
- Panorama Manor
- Venture

o. Physically Handicapped:

- Aids for the Disabled
- Building Independent Living with Disabled Persons
- Bus Passes - Handicapped (M.H.R.)
- Canadian National Institute for the Blind
- Community Vocational Rehabilitation Services
- Custom Transit Service - (presently defunct - M.H.R.)
- Greater Vancouver Association of the Deaf
- Handicapped Resource Centre
- Kinsmen Rehabilitation of B.C.
- Paraplegic Lodge
- Western Institute for the Deaf
- War Amputations of Canada
- Group Home Project for Handicapped
- International Society of the Handicapped
- B.C. Coalition of the Disabled

p. Sexual Assault:

- Vancouver Incest and Sexual Abuse Centre
- Women's Clinic
- Women Against Violence Against Women
- Rape Relief
- Sexual Assault Treatment Project - Shaughnessy Hospital
- Wen Do West - self defence for women

q. Referral Services:

- Vancouver Volunteer Centre
- United Chinese Community Enrichment Services Society
- Crime Prevention Committee - B.C. Police Commission
- Greater Vancouver Information and Referral Service
- Life Resource Centre

r. Self Help

- Mothers Against Drunk Drivers
- Victims of Violence

s. Translators:

- M.O.S.A.I.C.

G. Witness Survey

1. Pretrial Information

a. Number - sixty-two (62) civilian witnesses who testified in court (twelve witnesses were participants in the complete general victim/witness surveys and fifty were witnesses selected at random who were not part of the initial victim/witness surveys).

b. An average of 4.45 months elapsed between the offense and the trial.

c. Sixty-three percent (63%) were aware that they would be required to testify, when the crime was reported by them or by someone else.

d. Ninety-five percent (95%) understood the subpoena and its meaning when received.

e. Twenty-four percent (24%) had questions about the subpoena. Six (6) contacted the Crown Counsel for answers, three (3) contacted the Vancouver Police Department, one (1) contacted a lawyer and six (6) either did not contact anyone or didn't respond to the question. Twenty percent (20%) reported it was difficult to contact these agencies for answers to their questions.

f. Questions witnesses had were procedural in nature:

4 - Do I have to attend?
3 - What do I have to say?
2 - Will the accused be there?
1 - How long will I be there?
1 - What does the subpoena mean?
1 - When did they charge the accused?

Fifty-three percent (53%) reported the sources they requested information from were helpful to them.

g. Intimidation:

Five percent (5%) reported they had been approached by the offender or the offenders family to try to influence their testimony (3 witnesses).

1 - verbally
1 - stared at her
1 - both physically and verbally

Two (2) were intimidated by the offender and one (1) by victims family. All three reported the intimidation to the police. One witness reported a good response. The other two reported nothing was done. Two witnesses said they required protection. One received it from a Sheriff, the other did not. Two witnesses reported that the Judge was not made aware of the intimidation.

h. Thirty-two percent (32%) reported that they were afraid to give testimony.

55% - were afraid of offender/offenders family/retaliation/ revenge
35% - were afraid, due to nervousness about testifying
10% - don't know/no reply

2. Problems Experienced by Witnesses as a Result of Attending Court

a. Eighty-nine percent (89%) of the witnesses reported a total of one hundred and thirty-one (131) problems. Seven (7) of the sixty-two (62) witnesses, eleven percent (11%), did not report any problems as a result of attending.

The following is a list of some problems the witnesses had:

23% - getting time off work
11% - arranging transportation
6% - arranging for child care
32% - finding parking
27% - paying for parking
10% - uncomfortable waiting rooms
13% - waiting next to accused or accused's family
47% - long wait before appearing
11% - finding the court room
26% - upsetting to testify
11% - missing appointments due to longer time in court house than they expected

b. Expectations of witnesses as to time they would need to spend at court versus time actually spent:

The average witness spent forty-two minutes longer than he expected (limits of the range: from minus seven hours to plus six hours).

c. Number of times witnesses had to return to the court due to adjournments:

69% - testified the first time they attended court
31% - went to court prepared to testify and didn't
68% - testified the second time they attended court
21% - testified the third time they attended court
5% - testified the fourth time they attended court
5% - "don't know"

d. Reasons witnesses had to return additional times to court:

15% - accused plead guilty (3)
20% - accused failed to appear (4)
5% - defense lawyer failed to appear (1)
20% - Crown changed date/trial postponed (4)
20% - was not called as a witness (4)
5% - trial lasted two days/held over (1)
15% - no reply (3)

e. Other inconveniences/problems as a result of attending court:

4 - upsetting/anxiety/sleeplessness
2 - employment problems
2 - parking ticket/cost of babysitter
1 - waste of time
1 - missed appointment

3. Witnesses Opinions of Court and Court Experiences:

a. Thirty-eight percent (38%) felt that the Crown prosecuted the case well. Eighteen percent (18%) replied they did not think that the Crown prosecuted the case well and twenty-three percent (23%) responded that they didn't know or had no opinion.

b. Reasons for disatisfactions:

2 - case was lost
2 - case was plea bargained
1 - lawyer was lacking in skill
2 - Crown allowed postponements
1 - closed testimony
2 - no reply

c. Witnesses views of sentence:

40% - did not know the sentence
18% - sentence was fair/just right
18% - sentence too lenient
8% - don't know/no opinion
8% - does not apply
- - too tough/too severe

d. Witness views of court staff:

11% - court staff was not polite or courteous
11% - court staff was not helpful in solving problems the witness had

Complaints were:

4 - inconvenienced
1 - no one would listen
1 - offender not put in jail/can't get on with my life
1 - not kept informed/can't afford to attend court

e. Fifty-eight percent (58%) of the witnesses felt that knowing more about the court system would have helped them.

4. Post Trial Information from Witnesses

a. Eight percent (8%) of witnesses were asked the amount of money it cost to replace stolen or damaged items (six percent (6%) by the Crown and four percent (4%) by the Judge).

b. Victims receiving restitution awarded by a Judge:

2% - received a restitution award (1 victim)
13% - wanted restitution, and did not receive it
70% - did not respond to the question
8% - did not desire restitution

c. Contact between witnesses and Crown following the trial:

11% - regarding outcome of the case
10% - regarding future appearance requirements
6% - regarding future court procedures

d. Witness knowledge of case completion:

40% - knew case was completed
32% - knew there had been a conviction
40% - knew the sentence received
24% - those who did not know the sentence would like to have known

Of those who knew the sentence, they found out by:

48% - stayed in court room to hear sentence
20% - did not answer the question
12% - were told by friend/other witnesses
12% - were told by the Sheriff
8% - were told by the Prosecutor

H. Judiciary Survey

1. Views of Victim Service Needs

a. Eleven (11) Judges, thirty (30) Senior Crown Prosecutors and twelve (12) Sheriff's Officers responded to the questionnaire; total of fifty-three (53).

b. Belief that victims have special needs as a result of the victimization:

	yes	no	don't know
Judges	(10) 91%	(1) 9%	-
Prosecutors	(28) 93%	(1) 3%	(1) 3%
Sheriff's Officers	(12) 100%	(-) -	-
Overall percentage	(50) 94%	(2) 4%	(1) 2%

c. Needs of victims perceived by Judges, Crown and Sheriff's Officers:

	Judges	Crown	Sheriff	Total #	% of Total
criminal justice system education	3	7	2	12	23%
compensation	1	1	2	4	8%
restitution	1	2	2	5	9%
help with inconveniences	-	2	-	2	4%
case status information	-	4	1	4	8%
counselling	2	4	2	8	15%
better representation of their concerns	1	-	3	4	8%
no reply/don't know	1	-	3	4	8%
other* **	1	5	1	7	13%

* other needs - protection from intimidation (2), to see justice be done (1), possibilities are endless (2)

** two (2) respondents felt that victims needs are taken care of at present; one (1) felt that because only rarely is the victim "totally irresponsible for the crime" and if they are, special efforts are presently made.

2. Views of the Judiciary Regarding the Potential Problems Witnesses Experience as a Result of attending Court

81% - getting time off from work (43)
47% - missing school days (25)
55% - arranging for transportation (29)
66% - arranging for child care (35)
62% - finding parking (33)
51% - paying for parking (27)
43% - uncomfortable waiting areas (23)
68% - waiting next to accused (36)
85% - long wait before testifying (45)
25% - finding the court room (13)
76% - upsetting to testify (40)
38% - missing appointments due to longer time in courts than anticipated (20)
77% - not understanding court room procedures (41)

3. Knowledge of the Judiciary Regarding Services Available in Vancouver for Crime Victims

a. Knowledge of agencies/services for victims:

Percentages of respondents who believed the service existed in Vancouver:

89% - sexual assault centre
26% - legal services for crime victims
83% - transition houses for battered women
87% - telephone crisis hot lines
38% - police services for crime victims
42% - witness reception areas in court
39% - free transportation to court, if necessary
36% - services/agencies primarily for crime victims
43% - programs to enable victims to receive compensation
77% - compensation from the government for the victim

b. Views on the best service providing agencies presently available for crime victims:

8 - Rape Relief
4 - Vancouver Police Department
3 - Crown Counsel
2 - Ministry of Human Resources
2 - John Howard Society
1 - Criminal Injuries Compensation Board

4. Views of the Judiciary on Who Would be the Best Providers of Referral for Crime Victims

a. Best providers of services:

45% - Vancouver Police Department (24)
23% - don't know/no reply (12)
11% - John Howard Society (6)
8% - Ministry of Human Resources and Former Crime Victims Group (4)
6% - combination of above agencies/services (3)

b. Reasons for choosing agency:

1. Vancouver Police Department

- have first contact with victim (12)
- most familiar with case (8)
- confidence in police expertice/good track record/ no bias/image conflicts (1)
- least personally involved (1)

2. John Howard Society:

- no conflict of interest (2)
- more motivated (3)
- least personally involved (1)

3. Ministry of Human Resources:

- have the resources (2)
- has wide jurisdiction (6)
- most clientele are already associated with them (1)

4. Former Crime Victims Group:

- volunteer groups most effective (1)
- they know how it feels (1)
- they are independent (1)

5. Opinions of the Judiciary on Witnesses Knowledge of the Court Process

a. Percentages of Judges, Crown Prosecutors, and Sheriff's who believe witnesses understand the court process:

57% - Judges
50% - Crown Prosecutors
(-) - Sheriff's

Overall, twenty-six percent (26%) believe that witnesses understand the court process.

b. Views on attempts at witness education through the use of a pamphlet similar to "So You're Going to be a Witness" (Exhibit III-1):

Sixty-two percent (62%) thought that a pamphlet would be helpful to witnesses.

6. Opinions of the Judiciary on Witness Related Court Procedures

a. Perceptions of percentages of witnesses who testify on first appearance:

67% - Judges opinion
69% - Crown Counsel opinion
87% - Sheriff's Officers opinion
(72% - average)

7. Opinions of the Victim Acquiring the Right to Speak in Court to Bail and Conditions to be Placed on the Accused if Bail or Release on Own Recognizance is Accomplished:

a. Opinions on victims speaking to bail:

	yes	no	no reply
Judge	2	9	-
Crown	3	5	2
Sheriff	4	5	3
	(9) 17%	(19) 74%	(5) 9%

b. Reasons given for victim having the rights to speak to bail:

1 - victim is the one most effected
1 - to allow him to express fears to Judge
1 - to have victims feel they are an active part of the system
1 - only the victim knows his concerns
5 - no reply

c. Reasons given for victim not having the right to speak to bail:

30 - it is the Crowns job
5 - concerns should be noted in police report
1 - victim is too emotionally involved
2 - no reply

8. Opinions of the Judiciary on Victims Right to State to the Court How They were Effected by the Crime

a.

	yes	no	no reply	don't know
Judge	7	4	-	-
Crown	15	13	1	1
Sheriff	9	-	-	3
	(31)58%	(17)32%	(1) 2%	(4) 8%

b. Submitted:

48% - in writing (15)
45% - in person (14)
2% - both in writing and in person (2)

c. Reasons for negative responses:

7 - it is the Crowns job
4 - Judge already considers this information
2 - it is a civil court function
1 - not a written summation in court
1 - when is this statement to be introduced?
1 - no reply

d. Reasons for positive responses:

23 - to give the Judge a better understanding
4 - to give the victim a feeling of participation
2 - would benefit offenders' rehabilitation
1 - as a witness, on sentencing

9. Opinions of the Judiciary on Restitution

a. Restitution for victims, ordered by the Judge, paid by offenders:

	yes	%	no	%	no reply	%
Judge	(9)	82%	(2)	18%	(-)	-
Crown	(23)	77%	(5)	17%	(2)	6%
Sheriff	(8)	67%	(1)	8%	(3)	25%
Overall	(40)	75%				

b. Reasons for positive answers:

11 - criminals should pay for the costs of their crime
9 - only if there is a realistic chance of payment
8 - is already being done
4 - prevents repeated civil litigation
4 - might assist in the rehabilitation of offender

c. Reasons for negative answers:

4 - not a "civil forum"
2 - hard to assess amount of award
1 - the Crown should place this information
1 - no reply

d. Supervision of the restitution awards should be responsibility of:

20 - probation services
13 - court
2 - corrections
3 - default officers
2 - no reply

10. Opinions of Judiciary on Victims Right to Speak to the Sentence:

a. Victims right to speak to sentence:

	yes	no	no reply
Judge	6	5	-
Crown	10	18	2
Sheriff	3	6	3
	(19) 36%	(29) 55%	(5) 9%

b. Reasons for negative responses:

11 - it is the Crowns job
6 - it should be left to the court
6 - it would be too subjective
1 - case law states they have no standing to speak
1 - sentence doesn't necessarily address retribution
4 - no reply

c. Reasons for positive responses:

9 - to keep the court better informed
3 - to help to rehabilitate the victim
1 - not a right, a discretion
1 - first chance to speak to court in own words
1 - it would probably assist the court
4 - no reply

d. Speaking to sentence: in person or in writing?

	writing	person	both	no reply
Judges	3	3	-	-
Crown	5	5	-	-
Sheriffs	-	3	-	-
	(8)42%	(11)58%		

e. If in writing who should present it?

100% - Crown (8)

11. Opinions on the Right of the Victim to Know the Sentence Handed Down to an Offender, if They Ask to be Informed

a. Victim be informed of sentence, if interested and requested the information:

91% - yes
9% - no reply

b. Who should be responsible for informing the victim of the sentence?

30 - Crown
13 - court administration
4 - Judge/police/written bulletin

12. Opinions on the Right of the Victim/Witness to be Advised of the Anticipated Release Date of an Incarcerated Defendent

a. Victim/witness right to know release date:

	yes	no	don't know	no reply
Judge	10	1	-	-
Crown	23	4	-	3
Sheriff	7	2	-	3
	(40)75%	(7)13%	-	(6)11%

b. Victim/witness advised by:

22 - corrections
12 - parole authorities
1 - Crown
5 - no reply

13. Opinions on Separate Waiting Rooms for Witnesses

a. 66% - yes (35)
21% - no (11)
13% - no reply (7)

b. No because:

5 - there are separate areas now
4 - areas are for all of the public
2 - not financially practical

14. Responses to Intimidation in Vancouver, B.C.

a. Have you seen intimidation of witnesses?

	yes	no	no reply
Judge	10	1	-
Crown	28	-	2
Sheriff	6	3	3
	(44)83%	(4) 8%	(5) 9%

b. Extent of observed intimidation:

19 - infrequent/minor
8 - verbal
6 - physical
3 - non verbal/body language
3 - family dispute cases
2 - frequent/minor
3 - no reply

c. Do you feel intimidation is a problem in Vancouver?

	yes	no	no reply
Judge	7	4	-
Crown	13	13	4
Sheriff	4	5	3
	(24)45%	(22)42%	(7)13%

15. Use of Videotaped Testimony

a. Videotape testimony; should it be allowed or prohibited?

	allowed	not allowed	no reply
Judge	2	9	-
Crown	2	26	2
Sheriff	-	8	4
	(4)8%	(43)81%	(6)11%

b. Reasons for prohibition of videotaped testimony:

17 - no way to cross examine witness
11 - judge must be able to observe witness
5 - accused has the right to face accuser
1 - it would prolong court case
1 - logistical problems, not practical
1 - not an appropriate substitute
1 - how would it help? - threats are usually after court, not during
1 - can prepare people psychologically to actively participate, not reward cowardice
5 - no reply

16. Opinions of Paying a Witness a Fee for Testifying

a. Should the witness be paid a fee?

	yes	no	no reply
Judge	9	1	1
Crown	16	12	2
Sheriff	7	2	3
	(32)60%	(14)26%	(6)11%

b. If a fee is desirable, how much per day?

8 - to cover lost wages
7 - to cover expenses
5 - $11 - 20
3 - $20 plus
3 - no reply

17. Opinions of a "On Call System for Witnesses"

	yes	no	don't know
Judge	9	2	-
Crown	15	12	3
Sheriff	7	3	2
	(31)58%	(17)32%	(5) 9%

DISCUSSION, FINDINGS AND RECOMMENDATIONS

DISCUSSION:

The Victims Assistance Project study was undertaken to ascertain the needs of victims/witnesses of crime in Vancouver and the response of the police, physical and social care providers and the courts to the victim's needs. The study was funded by the Ministry of the Solicitor General of Canada in cooperation with the Vancouver Police Department. Victims of crime have always had a role to play in the criminal justice system as we now know it. Their role had always been the expectation that they will report crime, and serve as witnesses, as required. Interest in the victim, other than in his limited traditional role began to emerge in the last decade. The crime victim began to be viewed as a person in need of service, and not simply a necessary functional component of the system.

This focus on the victim as a person, with specific needs as a result of his victimization, has led to the formation of specific projects, or agencies who serve the needs of victims and research efforts directed at victims needs assessment.

It has been widely accepted that crime victims should have rights, because ...

> * "Crime victimization rates have doubled in the last decade for offences such as breaking and entering, robbery, theft and assault. The number of crimes against persons and property in 1980 exceeded 1.4 million, or more than one offence for every six Canadian households.
>
> * Crime victims suffer loss, injury and emotional distress, which can leave victims, their families and survivors disabled financially, physically and emotionally.
>
> * Crime victims have few rights to redress, adequate protection or justice; yet offenders have extensive rights protected by the Criminal Code, legal aid and the Canadian Bill of Rights." (The Canadian Council on Social Development, 1981, p.3)

It has never been suggested by any responsible person that the rights of the accused or the services for the accused should in any way be compromised in order to provide for the assistance of victims and witnesses with their crime-related problems. It is rather a matter of refocusing attention on a previously neglected part of the criminal justice system. The victim is the cornerstone of the system. Without his participation, no system of obtaining justice, as we know it, would be possible.

The Canadian Council on Social Development pamphlet, "Rights and Services for Crime Victims" identifies three general rights of crime victims:

> * "The right to protection from criminal acts.
>
> * The right to redress for pain, loss and injury inflicted by crime.
>
> * The right to dignity, respect and a fair deal from the police, courts and correctional authorities." (The Canadian Council on Social Development, 1981, pages 12-15)

Norquay and Weiler in their 1981 study of Services to Victims of Crime, outlined similar rights as needs, which should be met to balance an unbalanced criminal justice system. (Norquay and Weiler, 1981, p.15) "Ignoring the rights of one group of individuals is blatantly unjust in a justice system." (Herrington, 1982, p.1) Traditionally the victims' needs and problems have not been important in the criminal justice system's priorities. The adjunct nature of the victim within the system, except where he is necessary to provide information, has led to victim frustration with the system as a whole. The system is often perceived by victims as being nonresponsive to the total person.

Victims of crime have needs that are unmet, but society's obligation to meet those needs has not been given the status of rights, via changes in the criminal justice system or legislative change. The Charter of Rights and Freedoms of Canada does not mention rights of victims of crime, nor does the British North America Act. Therefore, in effect we are discussing needs of victims of crime that people feel should be elevated to the status of "rights".

A question that will have to be answered in the future is "Should the needs of victims become 'rights' to which each citizen is legally entitled, when the need becomes a reality as a result of victimization?"

The concerns of specific victims of certain crimes and the survivors of crime victims have recently motivated victims and survivors of victims to join together and form organizations. They lobby to change the criminal justice system and the law to better meet the needs of victims and survivors of victims in the future, according to their own perspectives.

Serving victims in Vancouver, B.C. are the following specific citizen groups, who either assist victims of crime or survivors with their adjustments to their changed reality and/or are lobbying for changes to the criminal justice system and the law:

* Mothers Against Drunk Drivers
* Victims of Violence
* Citizens United for Safety and Justice

The needs assessment completed in Vancouver, B.C. was based on the hypothesis that many victims of crime are currently receiving assistance with problems resulting from their victimization. However, it was believed that the services available were not uniform nor were they universally offered or received. Without this study there would be no way to ascertain the number of victims who are in need of service; who receive and do not receive assistance with their problems; what services are available, and the adequacy of the provided services in meeting the victims needs.

The second hypotheses was that new needs arise when an offender has been apprehended and the victim must serve as a witness in a court proceeding. Some of these new needs are met, while others are not. The meeting of these needs is neither universal nor uniform.

The overall goal of the project was to develop a strategy to provide better service assistance to victims of crime in Vancouver, B.C.

There is, as a result of this study, a comparative base of information on which to evaluate the degree of any new chosen strategy's effectiveness.

For the purposes of this study, the following definitions are used:

1. Victim:

> Any person 10 years of age or older, who while physically within the legal City limits of Vancouver, B.C., or who resides in Vancouver, B.C. and is (was) a person who was subject to bodily harm or destruction, damage, or theft or personal property as the result of the commission of a crime and has reported the incident to the Vancouver, B.C. Police Department.

2. Child Victim:

Any victim (as described above), age 10 years through 17 years of age.

3. Crown:

The prosecuting attorney(s) responsible for the presentation of the criminal offense before the court.

4. Elderly:

Any victim (as described above) who is over 65 years of age.

5. Homicide Victim:

The surviving relative of the victim of a homicide.

6. Judiciary:

Persons employed in the Courts where criminal trials are heard.

7. Personal Crime Victim:

Any victim (as described above) who came face to face with the offender(s) during the commission of a crime.

8. Physical Care Agency:

Any organized group of medically trained individuals who potentially provide medical service to victims of crime who were injured during the commission of a crime.

9. Police:

The law enforcement agency in Vancouver, B.C., known as the Vancouver Police Department, 312 Main Street, Vancouver, B.C. V6A 2T2, Canada.

10. Property Crime Victim:

Any victim (as described above) who did not come face to face with the offender(s) during the commission of a crime.

11. Social Agency:

Any organized group of trained individuals who potentially provide services to assist victims of crime with their problems resulting from their victimization.

12. Sexual Assault Victim:

Any female victim (as described above) who is subjected to a sexual assault committed by another person.

13. Spousal Assault Victim:

Any female victim (as described above) who is subjected to an assault by a person of the opposite sex who resides with the victim in a conjugal relationship.

14. Witness:

A person who observed a crime and has testified before a criminal court.

Magnitude of the Problem of Criminal Victimization in Vancouver, B.C.

The population of the City of Vancouver in 1981 was 414,281 (Statistics Canada, 1981). There were 51,592 reported crimes against person or property in 1981, or one crime every 12.3 minutes (Vancouver Police Statistics 1981). Therefore, statistically one (1) in every eight (8) people in Vancouver was victimized by a crime against person or property in 1981. This figure is misleading, in that Vancouver is a city where the population increases significantly on any given day due to the large number of persons employed in Vancouver who do not reside within city limits, and the large tourist population.

In 1981, according to Statistics Canada, 629,000 people were employed in the Greater Vancouver Regional District (Vancouver, North and West Vancouver, Richmond, Burnaby, Coquitlam, Port Coquitlam, New Westminster, Port Moody, Surrey, Langley, Pitt Meadows, Delta, White Rock and University Endowment Lands). No figure for the number employed in Vancouver proper was available, but it is a significant percentage of the 629,000 people employed in the Greater Vancouver area.

In 1981, three million, seven hundred and forty people visited the south west region of the Lower Mainland, according to Tourism of British Columbia. Therefore, the actual victimization of Vancouver residents should be significantly lower than the reported one (1) victim in every eight (8) persons in Vancouver.

Vancouver Police Department statistics indicate in a 1982 study of purse snatchings and strongarmings that eighty-two percent (82%) of the victims were Vancouver residents and eighteen percent (18%) were visitors to Vancouver.

Vancouver Police Department Crime Bulletins were examined by project personnel. Fifteen percent (15%) of crime victims in Vancouver in 1982 were non-residents. In effect, one in every ten residents of Vancouver was a crime victim in 1982.* In 1983 there were 49,450 crimes against person or property and 416,378 residents of Vancouver; one in every eight residents or visitors to Vancouver was a victim of crimes against person or property.

In 1981, one (1) in every four (4) residents of Vancouver was fifty-five (55) years or older and one (1) of every nine (9) was seventy (70) years or older (Statistics Canada, 1981). The elderly population is therefore slightly over ten percent (10%) of the total population of Vancouver. Research has indicated that the elderly fear crime more than the general population although they are the least likely to be victims (Lecours and Ray, 1980, p. 25).

In 1982 the number of reported victims of crimes against person or property increased by 6,876 over 198 , to 58,468 for the year (Vancouver Police Statistics, 1982). The total decreased to 56,900 in 1983 (Vancouver Police Statistics, 1983). These figures represent the total crimes reported of: homicide, attempted murder, sexual assault, robbery, assault, theft over and under $200, breaking and entering, and mischief.

There were four hundred and fourteen (414) reported sexual assaults in Vancouver in 1983. A Sexual Offense Squad was formed within the Vancouver Police Department in February 1983 as a specialized team of officers to effectively investigate sexual assault complaints.

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* The ratio does not account for multiple victimizations.

A review of 1982 Vancouver Police Department Crime Bulletins indicated that there were four hundred and seventy (470) reported family assaults in Vancouver. The victim and the offender resided at the same address and had the same surname on the reports, but the relationship between the parties was not always noted. Accordingly, this figure is perhaps a better indicator of the amount of family violence per se than only spousal assaults. It does not include victims who used a different surname from that of the offender, but reside at the same address.

There are numerous cultural and racial minorities represented in Vancouver, B.C. As of 1981, out of a population of 414,281, the following minorities (and numbers of the minorities) may or may not have had a full command of the English language:

Chinese	59,620	Japanese	5,220
German	19,095	Polish	4,460
Italian	15,215	Greek	4,075
Pakistan	14,175	Hungarian	3,015
French	10,540	Russian	1,705
Ukranian	8,345	Spanish	1,500
Jewish	7,875	Indo-Chinese	1,330
Portugese	5,905	Others	4,905

Members of these racial and ethnic groups are often victimized by criminal incidents as are members of the larger population. In randomly selecting crime victims for the study, it was apparent from the surname of the complainant if the victim was a member of a racial or ethnic minority. One of the project interviewers spoke three dialects of Chinese and conducted six surveys in that language. We encountered five other victims of crime who did not speak English at all. One victim spoke only Italian; one spoke Punjabi and the others had to be excluded from the survey as MOSAIC - an interpreter organization was unable to ascertain the language spoken by the victims. In numerous other interviews, it was evident to the interviewers that the victim's command of English was poor and that the victim would have preferred to have spoken in his primary language.

Utilizing interviewers with three hundred and eighteen (318) victims of crime, we were able to discern their unmet needs from the occurrence of the victimization up to and including any court appearance necessitated by the arrest of an alleged offender. The victims were interviewed by telephone to ascertain their needs for physical, socio-emotional and informational services after their victimization.

Dividing the three hundred and eighteen (318) victims (general victim sample) into two groups and interviewing one hundred and four (104) victims one year after the criminal incident, and two hundred and fourteen (214) one week after the victimization, permitted a comparison of recovery rates from victimization to be made.

Contacting over one hundred and fifty (150) victims twice at three-month intervals post-victimization permitted the same type of comparison.

The victims were classified as personal crime victims (the victim and offender(s) were face to face during the commission of the crime), and property crime victims (where no face to face contact occurred). This division permitted a comparison of the effects on victims of crimes where contact with the offender did and did not occur.

Victims of the crimes of robbery, assault, breaking and entering, theft over and under $200, and mischief, were included in the general survey sample. The refusal rate for the general survey was ten percent (10%) for victims who were contacted within one week of the criminal event, and sixteen percent (16%) for those contacted one year after the event. Reasons given for refusal to complete the survey were, in descending order of percentages: the crime was too minor; the victim was not interested in participating; the victim refused to participate on advice from a lawyer; and the victim was hostile to the police.

The victims of the crimes of spousal assault and sexual assault, designed and completed as separate needs assessments, had refusal rates of forty-seven percent (47%) and thirty percent (30%), respectively. The high refusal rates can be attributed to the intensely personal nature of these crimes and the victims' reluctance to discuss personal matters over the telephone with strangers.

The interviews with spousal assault victims and sexual assault victims were terminated prior to completion of the targeted number of fifty (50) victims of each crime. Concerns about the intrusiveness of telephoning victims of crime caused termination. The thirty-eight (38) victims of sexual assault, the most personal of all personal crimes, that were contacted were more upset and devastated than the victims of other personal crimes surveyed. Due to the high degree of trauma for the victims, further interviewing was terminated. Spousal assault victims' interviews were terminated after the completion of twenty-one (21) interviews. Due to the potential of contact with the victim triggering a new assaultive situation if the spousal assaulter discovered the interviewers contact with the victim, further interviews were terminated.

The interviewers of the victims of crime felt more positive about their role when interviewing victims in the general survey sample population. Many of the victims commented that they were pleased to have been chosen and found the experience a catharsis. Future victimization studies should assess the utilization of telephone surveys with much care and aforethought. No victim of crime should be revictimized in order to gather information, no matter how badly this information is desired or needed by the researcher and his sponsors.

The police questionnaires provided insight into how the police perceive their role in regard to victims of crime and how the needs of victims should be addressed. Victims and witnesses do experience additional problems when they are required to appear as witnesses in court. The responses of the sixty-two (62) witnesses to the questionnaire indicate that the criminal justice system is not responsive to many of their concerns and problems.

The judiciary questionnaire responses provided information as to witness problems and to what extent the victim should participate with the criminal justice system.

The crimes committed against the majority of victims interviewed are not targeted by any specific agency or group in Vancouver, B.C. as part of their mandate for service. Victims of assault, robbery, breaking and entering, theft over and under $200 and mischief may only receive assistance with their problems if they are referred to an appropriate resource by a sympathetic and knowledgeable police officer or acquaintance. As evidenced by the results of this study, sixty-five percent (65%) of the victims surveyed had service needs that were not met. By ignoring these needs, we are, in effect, providing direct evidence to the victims that the criminal justice system is not responsive to them, beyond police department involvement. We are utilizing them as providers of information and then ignoring them unless they are required to provide additional information (ie. court testimony).

Police officers are responsive to victim needs for both humanitarian and practical reasons. Eighty-four percent (84%) perceived referral of victims to agencies as part of their role. Traditionally, the primary role of the police officer has been viewed as the investigation of criminal incidents and apprehension of suspects. To this end, his focus at the initial contact is the practical goal of obtaining all the necessary information to aid in the apprehension of the offender. The police officer is the first one in a position to assess the degree of trauma the victim suffers immediately after the victimization. In his role as investigator, he is attempting to gather the most accurate and complete information possible from victims and witnesses. In order to do so, the officer must be constantly making an assessment of the degree of trauma the victim/witness is suffering and attempting to alleviate the trauma. Anything he does to accurately deduce and reduce the trauma will increase the accuracy of the information received. Police officers attempt to allay trauma also for humanitarian reasons. By training and experience, they are adroit observers of human behaviour. They are able to accurately assess the trauma of victims of crime and decide if the victims are in need of crisis services.

FINDINGS

The needs assessment of victims of crime results indicated over ten percent (10%) of victims surveyed needed progress information, crime prevention information, protection from intimidation, compensation for medical care costs, and emergency home repairs, and did not have these needs met. The total of these service needs (extrapolated) is 37,300 crime victims per year based on 1982 crime statistics.

The questionnaire results of the Vancouver Police Department sworn officers indicated that a majority of the officers reported that the three needs they observe most often in crime victims are: the need for case progress and procedural information, crime prevention information delivery, and relief from anxiety, paranoia and fear. This listing of needs is close to being a replica of the needs reported by the victim himself.

Over five percent (5%) of victims needed assistance and did not receive aid in accomplishing: emergency transportation to the hospital or doctor, someone to stay with them for comfort and security, and employer/school intervention. The total number of victims in need of these services (extrapolated) was 5,000.

Service needs that were not met for less than five percent (5%) of crime victims were: advice on practical matters, someone to talk to after the police left or the next day, advice on available assistance from social agencies, translation services, advice on legal matters, and assistance in contacts with the police, courts and social agencies. Victims who needed these services (extrapolated) was 8,700.

The three hundred and eighteen (318) general survey victims also reported a total of three hundred and fifty (350) service needs that were existent post-victimization but that were met.

There were no victims who participated in the survey that needed and did not receive emergency financial assistance, food or clothing, temporary housing, transportation to or from a social agency, or counselling from a social worker at the hospital.

In Canada, fifty-eight percent (58%) of crimes are not reported to the police (Kaplan, Solicitor General of Canada, 1984, p. 4). The research reported herein only concerns itself with crimes reported to the police and the resultant needs of those victims. If services are to be provided to victims who are non-reporters of crime, the only way to access them would be through media promotions on the existence of the services. The Criminal Injuries Board of British Columbia requires that all victims who apply for compensation have previously reported the crime to the police. Should services for crime victims only be provided to victims who have reported the crime to the Police?

The extrapolated data indicates that 51,000 service needs existed in the crime victim population in Vancouver among the 55,600 victims each year. The 55,600 victims represent the number of reported crimes of breaking and entering, assault, robbery, theft over and under $200, and mischief reported to the Vancouver Police Department in 1982.

The number of victims potentially in need of services however, is reduced by several factors. The ten percent (10%) refusal rate for the survey of recent crime victims (1983) indicates that perhaps an additional ten percent (10%) of victims have no service needs based on the assumption that if they had needs they would have been interested in completing the survey. In addition, twenty-one percent (21%) of the victims stated that they reported the criminal incident only in order to obtain a case number for insurance purposes or because they felt it was their civic duty to report crime to the police. Also, fifteen percent (15%) of victims in Vancouver are visitors to the city, either as employees who live elsewhere or who are travelling as tourists. Some of these victims who may have had service needs would not be reached by any victim service due to the victims transiency.

The total number of needs expressed by the victims of crime were expressed by two hundred and eight (208) of the total of three hundred and fourteen (314). It is apparent that many victims had multi-service needs. Sixty-five percent (65%) of the victims surveyed had one or more service needs that were not met. From May 1, 1983 to April 1, 1984, seventeen (17) victims contacted the Vancouver Victims Assistance Project staff for assistance and received help in solving various problems as a result of their victimization. They had learned of the project and assumed that the focus was direct service to victims of crime.

Of the sworn officers surveyed, forty-six percent (46%) felt that the family of the crime victim often have service needs in addition to the victim. An additional twenty-eight percent (28%) of the officers felt that families have service needs at times, depending on the circumstances of the crime. Victims themselves of property and personal crimes reported that their relatives were adversely affected by the crime, forty-four percent (44%) and thirty-three percent (33%) of the time, respectively.

Depending on the officer and his assignment, he reported a range of estimates of victims in need of service of two (2) to one hundred percent (100%). The most common estimate was ten (10%) to twenty percent (20%) of victims were in need of services. An average of the figures indicates that thirty-nine percent (39%) of the victims had service needs.

Considering the aforementioned factors, it is reasonable to estimate that a population of crime victims in need of service for a calendar year is thirty-five percent (35%) of the total number of previously designated crimes. This figure includes case progress information to those who request it. Based on current crime statistics, needs of 14,500 victims of crime per year (excluding case progress information) exist and are not met.

Victims of personal crime reported feeling less secure after the incident than property crime victims (72% to 57%), more anxious in public places (62% to 37%) and more suspicious of strangers (72% to 57%). Property crime victims felt their homes were not safe places more than personal crime victims (45% to 30%).

Twenty-three percent (23%) of all general survey victims did not change their behaviour or crime prevention techniques after victimization. Forty-seven percent (47%) of personal crime victims changed their behaviour pattern and eighteen percent (18%) of property crime victims did likewise.

Immediately after the crime 39% of the property crime victims were angry but 39% of the personal crime victims reported being terrorized/frightened. Three (3) months post-victimization, forty-one percent (41%) of victims reported they were calm/ok (versus 9% calm/ok immediately after victimization) and fifty-eight percent (58%) reported being calm/ok one (1) year post-victimization. The emotional effects of crime on victims do not dissipate entirely for a large portion of those victimized, even with the passage of a significant period of time (one year).

Elderly victims of crimes were less angry after victimization than the general survey victims, but were more upset in other ways. They began to lock their doors and windows more often after victimization than the non-elderly general survey victims.

Witnesses have needs for services that will help them understand the criminal justice system; help to alleviate their fears about testifying; reduce the long waiting time before giving testimony; pay for parking fees and obtain time off from work to attend court.

There were twenty-four (24) homicides in Vancouver in 1983 and forty-five (45) attempted murders. The surviving victims of a homicide are notified of the death, but routinely no services are offered to assist the survivor with the grieving process and practical considerations. Victims of attempted murder are not routinely provided with services to assist them with their socio-emotional needs after victimization.

Caution should be exercised when interpreting the data from spousal and sexual assault victims, due to the low sample number.

At present, no separate statistics are kept of the number of spousal assaults in Vancouver. A review of the case reports for 1982 indicated that nine percent (9%) of the total of assaults involved disputants with the same surname (470 identifiable family assaults in 1982). This figure does not include the number of assaults occurring between people who live together in a common-law relationship who use a different surname from that of the offender. The Vancouver Transition House provides services to victims of spousal assaults and the victims' children. In 1983, the service had to turn away half of the women who sought shelter due to lack of facilities.

Spousal assault victims differed from the general crime victims in that ninety-six percent (96%) reported that they had previously been victimized by the same offender (versus thirteen percent (13%) of other personal crime victims in the general survey). Fifty-seven percent (57%) reported no change in security measures as a result of the criminal incident versus thirty-two percent (32%) of other personal crime victims. Sixty-three percent (63%) of the victims reported that they were terrorized/frightened/in shock immediately after the incident versus thirty-nine percent (39%) of the personal crime victims reporting likewise. Only fourteen percent (14%) felt that the offender should be sent to prison versus thirty-one percent (31%) of other personal crime victims reporting prison as an appropriate sentence. Thirty-eight percent (38%) desired alcoholic counselling treatment for the offender.

Four hundred and fourteen (414) sexual offenses were reported to the Vancouver Police Department in 1983. The adult victims of sexual assault and those nearing adulthood are eligible to receive assistance with their needs through the provincially funded Women Against Violence Against Women Organization. Also, the Sexual Offense Squad, formed in February 1983, within the Vancouver Police Department, serves as information providers to the victims. The Vancouver Incest Sexual Abuse Centre provides counselling to both adult and children victims, and a Rape Relief Crisis Centre also exists in Vancouver.

Victims of sexual assault reported being less secure after the victimization than any other victims surveyed. Also, more victims reported that they had relatives negatively effected by the victimization than did any other victim classification (74% vs. 33% of other personal crime victims). Eighty-two percent (82%) reported service needs that were not met, higher than any other crime victim classification surveyed despite the reporting that 87% knew of sexual assault services. Eighty-five percent (85%) were frightened/terrorized, nervous, crying, etc. after the victimization versus 52% of personal crime victims in the general survey reporting likewise. The victims' views on sentencing for an offender are markedly different from other personal crime victims. Forty-two percent (42%) responded that corporal or capital punishment would be appropriate. No personal crime victims from the general victim survey reported capital punishment as appropriate.

Fifty-nine percent (59%) of the general victims queried felt that crime victims need service assistance for problems that occur directly as a result of their victimization. Eighteen percent (18%) responded that they didn't know if services were needed. Sixty-two percent (62%) of victims of spousal assault and sixty-nine percent (69%) of sexually assaulted victims believed crime victims need more service assistance. There appears to be a stigma in many cases of being a victim of crime. Twenty-six percent (26%) of the victims of property crime and twenty-eight percent (28%) of victims of personal crime reported that they did something which they felt "brought on the incident". (Spousal and sexual assault victims reported, 52% and 32% respectively.) Forty-six percent (46%) of the victims of both personal and property crime in 1982 reported that there was something that they might have done that could have prevented the incident from occurring. With the 1983 victims, the figure rises to fifty-two percent (52%). (Fifty-two percent (52%) of spousal assault victims and 34% of sexual assault victims reported likewise.) In addition, six percent (6%) of the general crime victims reported being under the influence of alcohol at the time of the criminal incident. (Fourteen percent (14%) of the victims of spousal assault reported being under the influence of alcohol and eight percent (8%) of sexually assaulted victims reported likewise.) These statistics may indicate that a large number of victims may feel somewhat guilty over the fact that they were victimized; the fact that they feel that they could have possibly done something to prevent it; and the fact that they did not. This feeling of guilt may cause many victims not to reach out for assistance, as they feel that they were in some way(s) responsible for their own fate. In speaking with victims of serious crimes and survivors of victims of homicide, it became apparent that many feel that their friends do not understand their continuing preoccupation/concerns with the criminal event/loss, after what the friend decides is a reasonable period of time. In addition, some victims and survivors report that their friends and occasionally their families, shun them, as if to imply that associating with a victim may be dangerous or unwise for them personally. They seem to feel that criminal incidents may occur to them if they continue to associate with the victim. Services for crime victims need to be proactive in their approach to this victim to overcome any resistance to applying for services, based on inappropriate guilt.

Eighty percent (80%) of property crime victims and eighty-one percent (81%) of the personal crime victims were satisfied or very satisfied with the Vancouver Police Department's response to their victimization. Eighty-five percent (85%) of spousal assault victims and eighty-four percent (84%) of sexually assaulted victims reported likewise.

Ninety-one percent (91%) of sworn officers surveyed felt that victims of crime should be provided with special services to assist them with their problems. Sixty-nine percent (69%) of the crime victims reported that the Vancouver Police Department is the agency that they would most likely call upon if they had service needs.

Eighty-four percent (84%) of the sworn officers responded that they feel that it is their role to refer victims to appropriate services. Sixty-one percent (61%) felt the strategy should be a combined effort on the part of the police and social agencies. Therefore, any strategy based on referral of crime victims by officers should be able to be successful. With increased officer training on victims' needs and services, the provision of resource directories and a trusting relationship between officers and service providers, there is no reason that crime victims with service needs cannot be identified, referred, and have their service needs met.

One hundred and twelve (112) agencies were surveyed as potential service providers for crime victims in Vancouver. Of this number, seventy-eight (78) services were identified as appropriate service providers who had the capacity to provide additional services for crime victims. Budgetary restraints at the present time impede many service agencies from offering more than a minimum of services. Ten agencies expressed special interest in involving themselves in a coordinated strategy to assist victims of crime in Vancouver:

1. Family Services of Greater Vancouver
2. S.A.F.E.R. (Suicide Attempt Follow-up Evaluation Research)
3. United Chinese Community Enrichment Services Society
4. The Salvation Army of Vancouver
5. Kinsmen Rehabilitation
6. The John Howard Society of Vancouver
7. Corrections Branch of British Columbia - Vancouver Family Court
8. Criminal Injury Board of B.C.
9. Lookout (Alcoholic Rehabilitation; Hostel)
10. The Justice Institute of B.C.

Sixty-eight percent (68%) of general crime victims surveyed reported that they knew of the existence of a sexual assault centre in Vancouver. The transition house and crisis telephone hot line services were known to sixty-seven percent (67%) and sixty-eight percent (68%) respectively.

Only forty-two percent (42%) of the victims knew of the existence of the Criminal Injuries Compensation Board and only three percent (3%) of physically injured victims surveyed applied to the Criminal Injuries Board of B.C. Upon completion of the survey, each sworn officer in Vancouver was given Criminal Injury Compensation Board business cards with the instruction that the cards were to be distributed by them to all victims of person to person crimes. During the year of Vancouver Victims Assistance Project operation as a research effort, twenty-one (21) referrals were made to the Criminal Injury Board by project staff.

Twenty-four percent (24%) of the victims believed that a service agency existed in Vancouver specifically for crime victims. Twenty-one percent (21%) believed that the police had special crime victim projects and fifty-one percent (51%) believed that legal aid was available to crime victims. Only seventeen percent (17%) of the surveyed victims were able to provide the name of an agency providing sexual assault services. This figure is reduced to six percent (6%) or less when the victims were asked to name any of the other service agencies.

The inability on the part of victims to identify agencies in existence in their community is a definite hinderance to the victim in obtaining assistance with his problems. For example, of the twenty-four percent (24%) who believed there was a service agency in existence that had as a primary goal providing services to victims of crime, only three percent (3%) named the only agency in existence (at the time of the survey); the John Howard Society. Fifty percent (50%) of the Vancouver Police Department's sworn officers either did not know of the service or reported that they didn't refer victims to the project as they didn't know enough about it. A plausible explanation might be that we only remember that which has relevance for us. Criminal victimization is not a life event that anyone expects. Hence, no need to pay attention and remember the services available in the community. It is clear from the statistics that some form of referral service is necessary to match victims who have service needs to agencies that are able to provide the service(s).

Forty-five percent (45%) of the sworn officers surveyed reported that they have previously received training that aids them in understanding the feelings and needs of victims of crime. Eighty-one percent (81%) believed that an in-service training program on the needs of victims of crime and the enumeration of services capable of meeting these needs would be useful to them. An additional six percent (6%) reported that a training program was not necessary, but they expressed a need for a resource directory with frequent updates.

The "Canadian Federal-Provincial Task Force on Justice for Victims of Crime" has recommended training for police officers in the following areas:

1. Needs of/and services available for victims of sexual assault
2. Needs of/and services available for victims of spousal assault
3. Needs of/and services available for crime victims
4. Needs of/and services available for surviving relatives of homicide victims
5. Death notification techniques

In addition, the Task Force report recommends that an information package for victims/witnesses of crime be developed. The package should include a description of the criminal justice system, the roles of the key players, and explanation of the obligations and rights of witnesses, and an explanation of the subpoena.

Witnesses who are required to testify in court have numerous problems as a result of their court appearances. Eighty-nine percent (89%) of the interviewed witnesses reported one or more problems arose as a result of their court appearance(s). Twenty-three percent (23%) reported that they had difficulties getting time off from work to attend court and forty-seven percent (47%) reported that they had to wait for a long period of time in the court house before they appeared as a witness. Twenty-six percent (26%) of witnesses found it upsetting to testify. Other problems encountered by witnesses were arranging for child care; transportation to and from court; finding parking; paying for parking; uncomfortable waiting areas; waiting next to the accused or accused family or friends; finding the court room and missing appointments due to a longer time spent in the court house than anticipated.

Fifty-eight percent (58%) of the witnesses believed that knowing more about the court system would have helped them with their appearance(s) in court. The judiciary study revealed that seventy-seven percent (77%) of the survey respondents felt that witnesses at times do not understand court room procedures and it is therefore a common problem. Fifty-seven percent (57%) of the Judges felt that witnesses often don't understand the court process and fifty percent (50%) of the Crown Prosecutors reported likewise. Sixty-two percent (62%) of witnesses felt that a pamphlet detailing court procedures would have been helpful to them.

The judiciary study reveals that ninety-four percent (94%) of the respondents to the questionnaire believe that victims have special needs as a result of victimization. One hundred percent (100%) of the judiciary felt that witnesses have special problems that occur when called into court to testify. All of the respondents (100%) felt that services for referrals and assistance to crime victims should be provided.

Seventy-four percent (74%) of the judiciary surveyed felt that the victim should not have the right to speak to bail. Seventy-nine percent (79%) of those felt that it is the Crown's job. Fifty-eight percent (58%) believed that the victim should have the right to tell the court how they were effected by the crime. Of those who agree that the victim should have this right, forty-eight percent (48%) felt the statement should be in writing only; forty-five percent (45%) felt the statement should be made verbally and two percent (2%) felt that the statement should be both verbal and written. The largest reason for not having the victim state the crime's effects on him was the belief that it is the Crown's job to present the information.

Seventy-five percent (75%) felt that restitution should be ordered by the court, mainly due to the belief that criminals should pay for the costs of their crimes, if there is a realistic chance of payment.

Fifty-five percent (55%) reported that the victim should not have the right to speak to the sentence mainly due to the belief that it is the Crown's responsibility.

Ninety-one percent (91%) felt that the victim should have the right to be notified of the sentence given to an offender with sixty-four percent (64%) of those responding felt the Crown should be responsible for informing the victim of the sentence.

Seventy-five percent (75%) believed that the victim/witness should have the right to be advised of the anticipated release dates of an incarcerated offender.

Eighty-three percent (83%) reported that they had seen intimidation of witnesses take place and forty-five percent (45%) reported that they see intimidation of witnesses as a problem in Vancouver.

RECOMMENDATIONS

Based on the findings of the study, the following recommendations are made:

I A strategy should be implemented within the Vancouver Police Department to respond to the identified needs of victims of crime including:

   a. Crisis services should be provided to victims of the crimes of homicide (surviving relatives of the victim), attempted murder, robbery, breaking and entering, assault, and any other crime, when the offense occurred in Vancouver, B.C., as needed.

   b. Non-crisis services should be provided to victims and witnesses of crimes that occurred in Vancouver, B.C. that do not require service delivery at the scene of the crime or shortly thereafter. Victims of all crime should be eligible to receive non-crisis services.

   c. Formalized agreements with agencies currently providing services in Vancouver should be established that would be appropriate referrals for crime victims' needs. The agencies should be asked to contract to:

      1. Advertising as needed for volunteers to serve as victim/witness advocates, crisis and non-crisis.

      2. Coordinating the recruitment of volunteers for assignment as victim/witness advocates.

      3. Contributing speakers and trainers for the formalized training that will be required for all victim/witness advocates, police officers, judiciary, and physical and social care providers.

      4. Providing volunteers already skilled in the counselling of victims of spousal assault and crisis services to be utilized as crisis advocates.

      5. Providing for the longer term counselling needs of victims of crime.

6. Providing legal advice to victims of crime, when the advice sought is general knowledge or procedural in nature

7. Providing for emergency household repairs where the victim is unable to accomplish them himself.

8. Providing translation services for crime victims not fluent in the English language.

9. Providing pamphlets to non-English-speaking residents of Vancouver containing information in their native languages on the laws of Canada and the responsibilities and privileges of residents of Canada. Services available in Vancouver for problematic situations should be listed.

10. Providing victim services to victims of cultural or racial harassment.

11. Providing crime prevention information to victims of Vancouver in the language in which they are most fluent (ie. Neighbourhood Watch).

12. Providing emergency money, food, clothing, and household articles.

13. Providing crisis counselling for surviving relatives of homicide victims and survivors of victims of fatal car accidents.

II Procedures should be designed and implemented within the criminal justice system in Vancouver to benefit victims and witnesses of crime by:

a. Establishing and implementing an efficient case progress delivery system for victims and witnesses of crime in Vancouver.

b. Establishing formalized policies as to the procedure to be followed when intimidation is reported to the police and dissemination of the policy. Also establishing a policy to guide sworn officers of the Vancouver Police Department as to their restrictions and obligations regarding the transportation of injured and sexually assaulted victims to hospitals, transition houses, private physicians, or Shaughnessy Hospital's Sexual Assault Treatment Centre and disseminate the policy.

c. Arranging for delayed payment of ambulance charges, emergency room fees, and daily hospital fees for crime victims who have difficulty in paying for these services at the time of service delivery. The postponement of payment should cease at the time the Criminal Injuries Board rules on their claim.

d. A procedural manual and resource directory should be developed for victim/witness assistance.

e. Establishing guidelines for the release of information on the victim of crime and his residence address to the media and dissemination of the guidelines.

f. Establishing a policy to insure that the names and addresses of all violent contacts with spousal assaulters be noted in a manner to benefit officers and victim/witness advocates prior to a subsequent contact and a policy that all spousal assaults, whether legally married or living common-law with the offender, be recorded separately from other family and common assault situations.

g. Designing, printing and disseminating an informational package on the criminal justice system.

III Training syllabus should be designed and presented to sworn officers, reserves and recruits of the Vancouver Police Department, communication officers, hospital emergency room personnel, and social service providers on the needs of victims of crime and the service options available in Vancouver to provide for these needs.

Special attention should be paid to the needs of survivors of homicide victims, death notification procedures and techniques, and victims who are juveniles, elderly, handicapped, retarded, or victims of racial or cultural harrassment.

IV An Advisory Council on Victim/Witness Needs and Services should be established in Vancouver, B.C. by

a. Obtaining agreements from selected agencies that formally agree to provide services to victims and witnesses of crime that they will appoint a representative to serve on the council, which should meet three times per year.

b. Obtaining an appointed sworn officer of the Vancouver Police Department, a representative of Crown Counsel and Judges from the Provincial County and Supreme Courts to serve on the council.

V Increasing the dissemination of crime prevention information to victims of crime and to potential victims of crime by:

a. Implementing crime prevention seminars for recent victims of breaking and entering offenses that are reported to the police.

b. Utilizing volunteer victim advocates, trained in crime prevention techniques to provide the necessary information on the request of the victim(s).

VI Improving the experiences of witnesses in their contact with the criminal justice system by:

a. Establishing an "on call" and "call off" system for witnesses of crime.

b. Establishing a core of volunteers to serve as witness advocates in the court houses in Vancouver and to accomplish in this manner a support person for witnesses in each of the court houses.

c. Arranging for an area to be set aside in each court house to be reserved for witnesses of crime that is apart from the waiting areas of the defendant or the defendant's friends and family.

d. Designing and arranging for implementation of an effective delivery system for those victims and witnesses who express a desire to be advised of the anticipated release dates of the incarcerated offender prior to release from incarceration on day parole, work release, mandatory supervision, parole, escape, or release at the completion of sentence.

e. Designing an effective system of delivery of case disposition information to those victims and witnesses who express a desire to be advised.

f. Designing and producing a video presentation on criminal justice procedures, particularly the experience a witness would normally encounter in a court setting. The video should be utilized by Vancouver Police Department investigative personnel, Crown Counsel, and volunteer victim/witness advocates.

All of the recommended changes to the criminal justice system would benefit victims and witnesses of crime. At present, victims in general have no one to advocate for their needs and rights. Many of the recommended changes do not require large amounts of monetary expenditures, but rather a re-focusing of the mandate of the criminal justice system. This re-focusing will include victim justice; it will serve to balance the present unbalanced justice system.

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APPENDIX B

APPENDIX B

SURVEY OF VICTIMS (1982 AND 1983)

1. Where did this incident take place?

   a) At or around my home .... ____

   b) At my place of work .... ____

   c) Outside .... ____

   d) In a bar .... ____

   e) In a building or commercial establishment .... ____

   f) Other (specify) .... ________________

2. Was any property taken as a result of this incident? yes ____ no ____

3a) Which of the following types of items were taken? RECORD BELOW.

b) For each yes in question 3a) What was the total dollar value?

Type of Item	no	yes	$value
Cash	__	__	____
Personal property, e.g. clothes, jewelry, cameras, etc.	__	__	____
Appliances, e.g. stereo, TV, etc.	__	__	____
Other household items or furniture	__	__	____
Motor vehicle/parts/accessories	__	__	____
Bicycles	__	__	____
Other (specify)	__	__	____

____

4. Was anything damaged but not taken in this incident, for example lock or window broken, clothing damaged, or car vandalized?

   yes ____ no ____

5. What was damaged? Was it:	yes	no
Dwelling or other building or property	____	____
Household items	____	____
Motor vehicle	____	____
Personal property	____	____
Other (specify)	________	

6. What was the total value of the damage done? $ ________

7. Of the items taken or damaged, will at least part of your losses be covered by insurance? yes ____ no ____

How much will be covered? $ ________

8. ASK EVERYONE
Did you suffer any physical injury as a result of the incident? yes ____ no ____

9. If injured, what were the injuries you suffered?

Knife wounds ________

Gun shot wounds ________

Broken bones or teeth knocked out ________

Internal injuries, knocked unconscious, concussion ________

Bruises, black eyes, scratches ________

Cuts (other than knife wounds) ________

Other (specify) ________

10. Did you receive any medical or dental attention from anyone after the incident? yes ____ no ____

11. Did you receive any treatment at a hospital? yes ____ no ____

If yes, which hospital? ________

12. Did you receive emergency treatment only? Or did you stay in the hospital for one night or longer?

a) Emergency only ____

b) Stayed overnight or longer ____

c) How many nights in total were you in the hospital? ____

d) If you went for medical help, was the medical staff:

	yes	no
Helpful in solving the problem	___	___
Provided prompt service	___	___
Polite and courteous	___	___
Sympathetic	___	___

e) If no to any of the above, what is the name of the hospital and the reason for your dissatisfaction?

____

____

13. a) Crime victims can react in many different ways to their personal experience with crime. May I ask you how you reacted immediately after the incident? RECORD VERBATIM.

____

____

____

b) Immediately after the incident were you:

	yes	no
Nervous	___	___
Crying or shaking	___	___
Angry	___	___
Confused or in a state of shock	___	___
Physically sick or nauseous	___	___
Other (specify)	___	___

14. a) In the time since the incident, have you experienced any effects such as:

	yes	no
Nervousness	___	___
Crying or shaking	___	___
Fear of being alone	___	___
Fear of entering your home	___	___
Fear of going out at night	___	___
Anger	___	___
Memory loss	___	___
Confusion or state of shock	___	___
Physical sickness or nausea	___	___
Trouble sleeping	___	___
Headaches	___	___
Lack of appetite	___	___
Fear of strangers	___	___
Other (specify)	___	___

b) Has any member of your family had any of the following problems since the incident?

	yes	no
Nervousness	___	___
Crying or shaking	___	___
Fear of being alone	___	___
Fear of entering your home	___	___
Fear of going out at night	___	___
Anger	___	___
Memory loss	___	___
Confusion or state of shock	___	___
Physical sickness or nausea	___	___
Trouble sleeping	___	___
Headaches	___	___
Lack of appetite	___	___
Fear of strangers	___	___
Other (specify)	___________	

15. a) Have you talked about the incident with a family member of a close friend?

yes ____ no ___

b) Did it help you to talk about the incident with someone close to you?

yes ____ no ___

c) Is there any particular reason why you have not talked to someone who is close to you?

No one available ________

Preferred not to ________

Other (specify) ____________________

d) If not mentioned in question 15c) Do you think that it would have helped you?

yes ____ no ___

16. Was a suspect identified in your case?

don't know ____ yes ____ no ____

17. Did you know the suspect? RECORD VERBATIM.

Friend ____
Relative ____
Neighbour ____
No ____

____

____

18. Have you seen this person since the incident? yes ____ no ____

19. Have you ever been harmed by this person before? yes ____ no ____

20. a) As far as you know have charges been laid against this person in the past?

yes ____ no ____

b) Were the charges laid for the same offense? yes ____ no ____

21. a) In your opinion what does the person deserve for what he/she did? RECORD BELOW.

b) If prison and/or fine mentioned in question 21. a) Ask For how Long?/ How much?

To go to prison ________ # of years
To pay a fine ________ $ amount
Other (specify) ________________________________

22. Should this person be required to pay you, money or services, for the harm she/he did you?

maybe/not sure ____ yes ____ no ____

23. a) Have you ever been the victim of a similar crime in the past? yes ____ no ____

b) Have you ever been the victim of any other crime? yes ____ no ____

If yes, what crime? ________________________________

c) If yes to question 23. a) or 23.b), Did you report every incident to the police?

yes ____ no ____

If no, why not? ________________________________

Now, I would like to ask you about how the Police responded to the recent incident.

24. a) Who first contacted the police?

You ________

Family member ________

Friend ________

Neighbour ________

Stranger ________

Other (specify) ________________

b) What did you hope the police could do for you?

____

____

____

25. How soon after the crime occurred was it reported to the police?

Less than half an hour ________

Between half an hour and one hour ________

More than one hour but less than 24 hours ________

24 hours or longer ________

26. Overall, how did you feel about the way the police handled your case, would you say that you were

Very satisfied ______

Satisfied ______

Not satisfied ______

If not satisfied, why not? ______________________________

27. Now I'd like to read a series of statements about possible ways the police could have handled your case. On the basis of your experience, please tell me whether each of these statements was true for you or not true for you.

	True For You	Not True For You
The police responded quickly after they were told of the crime	______	______
The officer was polite and courteous to me	______	______
The officer was sympathetic to my situation	______	______
The police made me feel partly responsible for the incident	______	______
The presence of the officer made me feel safe and secure	______	______
The police did all they could to locate and arrest the criminal	______	______
I was kept informed of what happened during the investigation of the incident	______	______
The police told me about services available to help with problems caused by the incident	______	______
The police gave me helpful information on crime prevention	______	______

28. Many kinds of services to help victims and witnesses of crime have been developed recently in different parts of Canada. The list I will read to you includes services which may be available in Vancouver. For each of the following please tell me as far as you know, whether the service is available in Vancouver. If yes, please name agency.

		yes	no
a)	Rape and sexual assault center ____________________	___	___
b)	Legal aid for crime victims ____________________	___	___
c)	Transition houses for battered wives ____________________	___	___
d)	Telephone crisis hot lines ____________________	___	___
e)	Police services for victims ____________________	___	___
f)	Witness reception areas in court ____________________	___	___
g)	Free transportation to court, if needed ____________________	___	___
h)	Service agencies primarily for crime victims ____________________	___	___
i)	Programs to enable victims to receive compensation from convicted offenders ____________________	___	___
j)	Compensation for criminal injuries from the government ____________________	___	___
k)	Are you aware of any other special victim or witness service in Vancouver?	___	___

If yes, specify ______________________________

29. a) If you had any problems or needed help, did anyone tell you where to go for help?

yes ____ no ____

b) If yes, who told you? ______________________________

c) Where did they tell you to go? ______________________________

30. a) I would like you to think back from the period immediately after the incident - up to the present time - did you have a need for:

READ LIST AND RECORD BELOW.

b) For each yes in question 29.a) Did you get this kind of help?
Who provided the help? RECORD BELOW.

					Source of Help					
	Problem		Resolved							
	Yes	No	Yes	No	Police	Family	Friends	Neigh-bour	Social Agency	Other
1) Emergency home repairs (ask only if home broken into or damaged)										
2) Emergency transportation to hospital (ask only if injured)										
3) Emergency financial aid (loss cases only), eyeglass repair										
4) Advice on practical matters, eg. reporting stolen credit cards, contacting insurance, etc.										
5) Someone to stay with you to provide company/security										
6) Someone to talk to for a while after police left or the next day										
7) Advice on help available from social service agencies										
8) More police attention to your case										
9) Information about the progress of the case										
10) Crime prevention information										

continued

	Problem Resolved				Source of Help					
	Yes	No	Yes	No	Police	Family	Friends	Neighbour	Social Agency	Other
11) Threats by offender (someone to assist you)										
12) Employer/school intervention due to missed time from work or school										
13) Translation services (if English is not mother tongue)										
14) Emergency food, clothing										
15) Temporary housing										
16) Transportation - to and from social service agency										
17) Compensation for medical care costs										
18) Talk to social worker at hospital										
19) Legal advice										
20) Assistance in dealing with police, courts or social services										
21) Someone to clean-up homicide scene (ask homicide victims only)										
22) Information on how to proceed; practical advice: insurance, survivors benefits, death certificates (ask homicide victims only)										
23) Other needs										

c) If you went for social service help, to a social service agency: was the service provided,

	yes	no
Polite and courteous staff	___	___
Prompt service	___	___
Helpful in solving the problem	___	___
Sympathetic	___	___

d) If no to any of the above, name the agency and the reason for your dissatisfactions

____

____

31. a) Direct experience with crime sometimes effects people's sense of security and personal safety. I am going to read a series of statements about your feelings of security since the incident. Please answer yes or no to each of these statements:

	yes	no
1) Since the incident I feel generally less secure	___	___
2) Since the incident I feel that the streets of my neighbourhood are less safe	___	___
3) Since the incident I feel that my home is one place where I feel completely safe	___	___
4) Since the incident I have now become more anxious in public places	___	___
5) Since the incident I am now more suspicious of strangers	___	___
6) Since the incident I am now afraid to be alone	___	___
7) Since the incident I am afraid to enter my home alone	___	___
8) Since the incident I am afraid to go out at night	___	___

b) Who else in your family or household was effected by the crime? Relationship to victim.

Name(s): Relationship: ____

If no-one, go to question #32.

c) I will now read the same questions as before,only this time they are directed to the person (people) you have mentioned

	yes	no
1) Since the incident he/she/they feel generally less secure	___	___
2) Since the incident he/she/they feel that the streets of their neighbourhood are less safe	___	___
3) Since the incident he/she/they feel that their home is one place where they feel completely safe	___	___
4) Since the incident he/she/they has/have now become more anxious in public places	___	___
5) Since the incident he/she/they is/are now more suspicious of strangers	___	___
6) Since the incident he/she/they is/are now afraid to be alone	___	___
7) Since the incident he/she/they is/are afraid to enter his/her/their home alone	___	___
8) Since the incident he/she/they is/are afraid to go out at night	___	___

32. Crime victims sometimes believe that their actions contributed to their being victimized. In your case, do you feel that you did anything which might have "brought on" the incident?

If yes, what? ______________________ yes ___ no ___

33. a) Do you think that there is anything you might have done to prevent the incident?

yes ___ no ___

If yes, what? ______________________

____

b) Did alcohol have any part in the incident? yes ___ no ___

c) Who was under the influence of alcohol? ______________________

34. I hope you won't mind me asking. I have a few personal questions about you. Are you:

Single ______

Married/Common law ______

Widowed ______

Separated ______

Divorced ______

35. What is the highest grade or level of education you ever completed?

No schooling ______

Some elementary ______

Completed elementary ______

Some high school ______

Completed high school ______

Some technical or community college ______

Completed technical or community college ______

Some University ______

Other ____________________

36. What type of dwelling are you now living in?

Single house ______

Semi-detached or double (side-by-side) ______

Garden home, townhouse or row house ______

Duplex (one above another) ______

Lowrise apartment (less than 5 stories) ______

Other ____________________

37. How many people, counting yourself, live in your household?

______

38. How long have you lived in Vancouver? ______ months

______ years

39. Which of the following best describes your main activity so far during 1982? Were you mainly working at a job or business?

______________________ IN ______________________

TYPE OF JOB TYPE OF COMPANY

Was that part-time or full-time?

part-time ______ full-time ______

Looking for work	______
Student	______
Retired	______
Homemaker	______

40. In which of the following ranges did your total family income fall for the calendar year 1982? Include all income, before taxes and deductions, of all members of your family living in your home with you. Stop me when I get to the right category.

Less than $ 9,000	______
$ 9,000 - $14,999	______
$15,000 - $19,999	______
$20,000 - $24,999	______
$25,000 - $29,999	______
$30,000 - $39,999	______
$40,000 - $49,999	______
$50,000 - over	______

End of 1983 victims, first contact -

"Thank you for your time and co-operation. We will call you again in about two months. Please, if you change your phone number at all, or will no longer have a phone, please call and tell us. Our phone number is 665-2187. Also, please call us if you have any problems. We will try to help you.

1982 VICTIMS ONLY

41. Since the incident have you:

	yes	no
Changed your activity pattern, eg. go out less	___	___
Locked door and/or windows when at home or before going out	___	___
Installed new locks/put bars on windows	___	___
Leave lights on/installed new lights/use light timer	___	___
Bought a dog/burgular alarms	___	___
Carry, bought a weapon for protection	___	___
Bought increased insurance	___	___
Protect car (lock or park in a safer place)	___	___
Have home checked while away	___	___
Put your possessions in safer place	___	___

Other (specify) ________________________________

42. Did you receive any money for the replacement of property or for pain and suffering or lost income.

yes ____ no ____

Which one? Property ____ Pain & suffering ____

Lost income ____ Combination ________________ WHICH ONES

43. Who paid the money:

Restitution (court ordered offender to pay) ________

The Criminal Injuries Compensation Board ________

Insurance company ________

Civil suit (court ordered offender to pay) ________

Property Crimes Only

44. a) If property stolen and recovered by the police, was your stolen property returned to you?

yes ____ no ____

b) If yes, how long after the police got it back did they keep it before it was given back to you?

Less than two weeks ______

Two weeks to one month ______

One - two months ______

Two - four months ______

Four - six months ______

Six months or longer ______

Not returned ______

45. How do you feel now that some time has passed since the incident:

Calm/O.K. ______

Nervous ______

Angry ______

Confused ______

Upset ______

Other (specify) ______

46. Did you know that if a suspect is charged that you can be asked to testify?

yes ____ no ____

47. Thinking about your experiences with the crime incident would you report a crime again if it happened?

yes ____ no ____

If no, why not? ____

48. Would you encourage friends or relatives to report crimes to the police?

yes ____ no ____

If no, why not? ____

49. Why do you think some people don't report incidents?

____

____

____

50. a) Have you been threatened by the person who you think committed the crime?

yes ____ no ____

b) If yes, how? ____

c) Did you report the threat? ______________________________

If no, why not? ______________________________

51. a) Do you think victims need more help with their problems after the incident?

yes ____ no ____

b) If yes, with what kind(s) of problems? ______________________

____

____

52. If a group of people were available to help crime victims, which group would you most likely call?(check one)

a) Former Crime Victims Group ______

b) John Howard Society - Aid to Victims Project ______

c) Vancouver Police Department ______

d) Ministry of Human Resources/Social Agency ______

53. Were you aware that if a person is convicted of the crime that you can sue him in small claims court to get money to pay for the stolen property or damaged property?

yes ____ no ____

54. Were you aware you could file a civil suit for damages against the person who is convicted of the crime?

yes ____ no ____

55. If an offender was sent to prison as a result of the incident, would you like to know the release date from prison of the offender?

yes ____ no ____

56. I feel the Courts do a good ____ fair ____ poor ____ job in dealing with crime.

57. I feel the police do a good ____ fair ____ poor ____ job in dealing with crime.

58. I feel that the medical services for victims of crime is good ____ fair ____ poor ____.

59. I feel that the social service agencies do a good ____ fair ____ poor ____ job in helping crime victims with their problems.

60. I feel that overall, the city of Vancouver does a good ____ fair ____ poor ____ job helping victims with their needs.

61. Were you a witness in court because of the incident?

yes ____ no ____

If no:

"Thank you for your time and co-operation. I appreciate it.

If yes, continue ....

WITNESS SURVEY

62. What was the time elapsed between offence and trial? ________ months

63. Were you aware when you reported the crime that you would have to testify, if the offender pleas not guilty?
yes ____ no ____

64. Did you understand the subpoena to appear in court?
yes ____ no ____

65. a) Did you have any questions about the subpoena requiring you to court?
yes ____ no ____

b) If yes, did you ask:

1) Lawyer ______

2) Police ______

3) Crown ______

4) Clerk of the Court ______

5) Other (specify) ______

c) Was it difficult to contact any of these people?
yes ____ no ____

d) What questions did you have?

____

____

____

e) Were they helpful in answering your questions?
yes ____ no ____

If yes, how? ____

66. a) Has (or did) anyone tried to influence your testimony?
yes ____ no ____

If yes, how? ____

If yes, who? ____

b) Some people say they are afraid to give evidence. Were you afraid to give evidence?

yes ____ no ____

If yes, what were you afraid of? ____________________

____

____

____

c) Did you report the intimidation? yes ____ no ____

If yes, to whom? ____________________

What were the results? ____________________

____

____

d) Did you require protection? yes ____ no ____

If yes, who provided it? ____________________

Were you satisfied with the help received? yes ____ no ____

If no, why not? ____________________

____

67. The following is a list of some potential problems that you might have had when going to Court. Please tell me if you had any of these problems.

a) Getting time off work ______

b) Missing school days ______

c) Arranging transportation ______

d) Arranging for child care ______

e) Finding parking ______

f) Paying for parking ______

g) Uncomfortable waiting rooms ______

h) Waiting next to accused or accused's family ______

i) Long wait before appearing ____

j) Finding the court room ____

k) Upsetting to testify ____

l) Missing appointments due to longer time in court house than you expected ____

68. a) How long did you think you would be required to be at court? ____ hours/days

b) How long were you there? ____ hours/days

c) How many times did you actually go to the court house, prepared to testify, and didn't? ____ times

69. Did you testify on the date the subpoena required you to be in court?

yes ____ no ____

If no, why not? ____

70. For out-of-town residents only.

a) Were you compensated for travel, accommodations, meal allowances, etc.?
yes ____ no ____

b) Did you feel that the amount you were paid was fair?
yes ____ no ____

All

71. Were there any other inconveniences as a result of going to court?
yes ____ no ____

If yes, specify. ____

72. Do you feel that the Crown prosecuted the incident well?
yes ____ no ____
don't know ____

If not, why not? ____

73. Did you have any contact after the trial with the Crown Prosecutor regarding the:

	yes	no
a) Outcome of your case	___	___
b) Court procedures	___	___
c) Future appearance requirements	___	___
d) None	___	___

74. Is the case completed? don't know ___ yes ___ no ___

Conviction(?) yes ___ no ___

75. Did you find out the sentence? yes ___ no ___

If yes, how? ______________________________

If no, would you like to have known? yes ___ no ___

76. Would knowing more about the way the courts operate have helped you?

yes ___ no ___

77. How do you feel the sentence was:

a) Too tough ______

b) Fair/Just right ______

c) Too lenient ______

If property crime.

78. Would you have liked to receive money to replace your damaged or unrecovered property?

yes ___ no ___

79. Were you asked how much money the damage or stolen property cost to replace?

yes ___ no ___

If yes, who asked? ______________________________

80. Did the Judge award compensation (restitution), to be paid by the offender, to you?

yes ____ no ____

81. If you were threatened, was the Judge aware of any threats against you, made by the defendant's family or friends?

yes ____ no ____

82. Was the court, including the Judge, the Crown Prosecutor and the court's staff:

Helpful in solving any problems you had yes ____ no ____

Courteous and polite yes ____ no ____

If no to any of the above:

Name of person: ________________________________

____

Statement of the problem: ________________________

____

____

Thank you for your time and co-operation. I really appreciate it, etc.

POLICE QUESTIONNAIRE

The following is a potential list of needs that crime victims might have. Using your experience as a guide, please check any of these listed needs that you think a crime victim might have.

	yes	no
a. Crime prevention information	___	___
b. Referrals to social agencies for counselling or physical care agencies for injuries	___	___
c. Information about what will happen after the incident (case progress)	___	___
d. Someone to talk to	___	___
e. The assurance that the police (society) care	___	___
f. Someone to call them the day of the incident or the next day and offer assistance	___	___
g. Help in repairing household - locks, windows, etc.	___	___
h. Help in filing for insurance claims, survivors benefits	___	___
i. Help in cleaning up crime scene (i.e. homicide victims)	___	___
j. Translation services	___	___
k. Emergency food, clothing	___	___
l. Temporary housing	___	___
m. Help because of threats by the alleged offender	___	___
n. Transportation to and from hospital or social service agency	___	___
o. The officer to take the complaint in a courteous and concerned way	___	___
p. Court appearance information regarding their testimony and court procedures	___	___
q. Employer or school intervention if it's a problem to take time off from work to get help with their problems or to testify	___	___
r. Employer intervention due to loss of wages or jobs due to injury or time off to testify	___	___

	yes	no
s. Speedy return of stolen property, if recovered	___	___
t. An escort to court, if fearful	___	___
u. A person at the court house who serves as a witness receptionist to direct witnesses to proper court room, waiting area, the prosecuting crown counsel, etc.	___	___
v. Transportation to court and return, if needed	___	___
w. Child care provided for days of testifying, if needed	___	___
x. Renumeration to cover expenses for time spent at court appearance as a witness	___	___
y. Free parking or parking directions for victim/witness or witnesses	___	___
z. Separate waiting rooms for witnesses apart from the defendant(s) and the defendant's family and friends	___	___
aa. Restitution ordered by the Judge to be paid to the victim	___	___
bb. Compensation through the Criminal Injuries Compensation Board	___	___

cc. Other(s)/Comments: ______________________________

____

____

2. In your experience what needs do most victims mention to you?

____

____

____

3. Many kinds of services to help victims and witnesses of crime have been developed recently in different parts of Canada. This list includes services which may be available in Vancouver. For each of the following please tell me as far as you know, whether the service is available in Vancouver. If yes, please name the agency.

	yes	no
a. Rape and sexual assault centre	___	___
____		
b. Legal aid for crime victims	___	___
____		
c. Transition houses for battered wives	___	___
____		
d. Telephone crisis hot lines	___	___
____		
e. Police services for victims	___	___
____		
f. Witness reception areas in court	___	___
____		
g. Free transportation to court, if needed	___	___
____		
h. Service agencies/projects primarily for crime victims	___	___
____		
i. Programs to enable victims to receive compensation from convicted offenders	___	___
____		
j. Compensation for criminal injuries from the government	___	___
____		
k. Are you aware of any other special victim or witness service in Vancouver?	___	___

If yes, please specify ______________________________

PLEASE NOTE: If you do not come into daily contact with victims on your current job assignment, please answer what you did when you last had contact with victims of crime.

4. a) Do you routinely make referrals to other agencies to help the victim with his problems?

yes ____ no ____

b) If not, why not? ________________

c) If yes, what services do you usually refer the victims to?

____

____

____

5. a) Do you tell all victims of crime about the Criminal Injuries Compensation Board?

yes ____ no ____

b) If not, why not? ________________

6. a) Are you rewarded in any way for helping victims with their problems?

yes ____ no ____

(i.e. efforts recognized by the department; personal satisfaction)

b) If yes, how? ________________

____

7. a) Do you feel it is your job (the police officers) to refer victims of crime to appropriate social service agencies?

yes ____ no ____

b) If not, why not? ________________

8. a) Do you see it as part of your job to call the victim to tell him/her about case progress or lack of progress?

yes ____ no ____

b) If not, why not? ________________

____

9. a) Do you think victims of crime should have special services provided to help them with their problems they have as a result of the incident?

yes ____ no ____

b) If not, why not? ____

____

c) If yes, who do you feel should provide the service?

1. Police officers/communication operators ______
2. Ministry of Human Resources/Social Agency ______
3. Civilian police personnel ______
4. John Howard Society - Aid to Victims of Crime Project ______
5. Groups of former crime victims ______

d) Why did you choose as you did? ________________________________

____

10. a) The John Howard Society has an "Aid to Victims of Crime Project". Do (would) you refer victims to this agency?

yes ____ no ____

b) If not, why not? ____

____

c) If yes, how many victims have you referred? ________________

11. a) Have you received any special training in-service or at the police academy or elsewhere that has helped you to understand and help victims of crime?

yes ____ no ____

b) If yes, where? ____

____

12. a) Do you think an in-service training program on needs of crime victims and agencies to serve them would be useful to you (to officers who routinely deal with victims)?

yes ____ no ____

b) If not, why not? ________________________________

____

OFFICERS ONLY (Not Dispatchers)

13. a) Do you routinely transport victims to social service agencies (i.e. Transition House, Shaughnessy Hospital Rape Treatment Centre)?

yes ____ no ____

b) If yes, what agencies have you transported victims to?

____

____

c) Do you think that the (those) agency(ies) serve the victims needs well?

yes ____ no ____

d) If not, what agency(ies) and reasons for negative response(s)?

____

____

____

____

____

14. When family members are present when you get information from the victim, is it your experience that family members are in need of help with their problems, in addition to the victim needing help with his/her problems?

yes ____ no ____

Comments: ________________________________

____

____

15. In your estimation, what percentage of victims you come into contact with have service needs?

_________%

16. a) Do you experience any problems when you are scheduled to appear in court to testify?

yes ____ no ____

b) If yes, what problems? ______________________________

____

____

c) How frequently do you have these problems? ____________________

Thank you for your time and cooperation. It is very much appreciated. Please return this form to Victim Assistance Project, 312 Main Street, c/o Community Relations.

JUDICIARY QUESTIONNAIRE

1. Do you believe crime victims have special needs as a result of being a victim that are not currently being met?

yes ____ no ____

If yes, what needs? ______________________________

____

If not, why not? ______________________________

____

2. The following is a list of potential problems witnesses of crime might experience when going to court. Which problems in your experience do you think witnesses often experience?

a) Getting time off work ____

b) Missing school days ____

c) Arranging transportation ____

d) Arranging for child care ____

e) Finding parking ____

f) Paying for parking ____

g) Uncomfortable waiting rooms ____

h) Waiting next to the accused or the accused family/friends ____

i) Long wait before appearing ____

j) Finding the court room ____

k) Upsetting to testify ____

l) Missing appointments due to longer time in court house than expected ____

m) Not understanding the court process ____

Comments: ______________________________

____

____

____

3. Many kinds of services to help victims and witnesses of crime have been developed recently in different parts of Canada. The following list includes services which may be available in Vancouver. For each of the following please tell me as far as you know, whether the service is available in Vancouver. If yes, name the agency.

	yes	no
a) Rape and sexual assault centre ______________________________	___	___
b) Legal aid for crime victims ______________________________	___	___
c) Transition houses for battered wives ______________________________	___	___
d) Telephone crisis hot lines ______________________________	___	___
e) Police services for victims ______________________________	___	___
f) Witness reception areas in court ______________________________	___	___
g) Free transportation to court, if needed ______________________________	___	___
h) Service agencies/projects primarily for crime victims ______________________________	___	___
i) Programs to enable victims to receive compensation from convicted offenders ______________________________	___	___
j) Compensation for criminal injuries from the government ______________________________	___	___
k) Are you aware of any other special victim or witness service in Vancouver? If yes, please specify ______________________	___	___

4. What agencies in Vancouver do you think help crime victims the most?

____

____

____

5. Which agency do you think would be the best provider of referrals for crime victims to other agencies?

a) Ministry of Human Resources/social agency ____

b) Vancouver Police Department - civilian personnel ____

c) John Howard Society - "Aid to Victims of Crime Project" ____

d) Former crime victims group ____

Why did you choose as you did? ________________________

____

____

6. a) From your experience, do you think most people who are witnesses understand the court process?

yes ____ no ____

b) If not, in your opinion would a pamphlet (i.e. "So You're Going to be a Witness") delivered with the subpoena be helpful?

yes ____ no ____

If not, why not? ________________________________

____

7. What percentage of victims would you say testify on the date they were subpoenaed and attended court prepared to testify?

____ %

Comments: ________________________________

8. What percentage of cases would you estimate fail to be completed due to lack of witness cooperation?

____ %

Comments: ________________________________

9. Do you think the victim should have the right to speak in court before bail is set, regarding conditions to be placed on the accused if bail or release on his own recognizance is accomplished?

yes ____ no ____

Why or why not? ______________________________

____

____

10. a) Do you think crime victims, if they wish, should be given the opportunity to submit a written statement or appear in court to state how he/she was affected by the crime?

yes ____ no ____

b) If yes, in written ____ or in person ____ (Please check one)

c) If not, why not? ______________________________

____

____

d) If yes, why? ______________________________

____

11. a) Do you think the Judge of the Court should award restitution to be paid by the convicted defendant to the victim?

yes ____ no ____

b) If yes, why? ______________________________

____

c) Who should supervise the restitution award? ______________________________

____

d) If not, why not? ______________________________

____

12. a) Do you think that the victim should have the right to "speak to the sentence" to be handed down, either in writing or in person, whether or not there is a probation pre-sentence report?

yes ____ no ____

b) If no, why not? ________________________________

____

c) If yes, why? ________________________________

____

d) Do you feel it should be in writing ____ or in person ____?

e) If in writing, who should take the statements and present them in court?

____

13. a) If the victim or witness asks, should they always be informed of the sentence?

yes ____ no ____

b) If yes, who should be responsible for advising them? __________

____

14. a) Do you think the victim and witness should have the right to be advised of the expected release date of the incarcerated defendant if they wish to know?

yes ____ no ____

b) If yes, who should be responsible for advising them? __________

____

15. a) Do you think the witness should have waiting areas in court houses separate from the waiting area for the defendant, and the defendant's family and friends?

yes ____ no ____

b) If not, why not? ________________________________

____

16. a) In your experience, have you seen evidence of intimidation of victims and witnesses?

yes ____ no ____

b) If yes, to what extent? ________________________________

____

17. In Vancouver, do you think witness intimidation is a problem?

yes ____ no ____

Comments: ________________________________

____

18. a) Do you think videotape testimony should be allowed, if the witness is afraid to appear in court?

yes ____ no ____

b) If not, why not? ________________________________

____

19. a) Do you feel that witnesses should be paid a fee for testifying?

yes ____ no ____

b) If yes, how much per day? $ ________

20. Some witnesses management projects have "on call" systems for selected witnesses (i.e. witnesses receive a phone call 2 hours before the scheduled appearance and then leave their homes or offices and come to court). Do you think this system would be of benefit in Vancouver?

yes ____ no ____

21. Do you think the victim/witnesses should be informed prior to the release of a convicted offender from a correctional institution or mental hospital?

yes ____ no ____

If yes, who should be responsible for the notification? __________

____

22. Any comments: ________________________________

____

____

Thank you very much for your time and effort. It is appreciated.

Social & Physical Care Providers Survey

Name of Organization ______________ Date of Interview __________

Director of Organization ______________ Interviewer Number __________

Contact Person of Organization ______________

Telephone # of Contact Person ______________

Address of Organization ______________

Telephone # of Organization ______________

PLANNING

1. How was the need for your agency's (project) service established?

2. How were your agency's (project) goals established?

3. How were your operating procedures established? (i.e. guidelines for who is eligible, how those eligible are served)

4. Do you modify your goals and procedures due to changing needs of your clients?

POLICY

1. Your agency's (project) goals and objectives are:

   a)

   b)

   c)

   d)

2. What are the necessary academic and experience qualifications for:

   a) Director of agency?

   b) Staff who serve the clients?

DEVELOPMENT

1. How and when did your agency become a service provider?

   Date:

2. How is your staff trained (in-house)?

3. Who is responsible for your in-house training?

4. What is the curriculum for the training?

PROCEDURES OF SERVICE DELIVERY

1. Where is the service provided?

   a) In hospital

   If yes, do you offer services of hospital social worker?

   b) At office of social agency

   c) At clients home

   d) Other

2. What specific services does your agency provide? (i.e. counselling, physical care, social worker, psychiatrist, etc.)

3. Do you routinely make personal contact with someone at the agency before you refer a client to them or use a resource directory?

4. Do you routinely contact clients to find out how they feel about the adequacy of the service you provide?

yes ____ no ____

FUTURE PLANNING

1. What percentage of your clients come to you for assistance because they have been victims of crime?

_______________ %

Total number of clients per year (1982) _______________

2. Do you give priority to victims of crime over others who are not in as much immediate need of service?

yes ____ no ____

3. Is your agency's case load at maximum now?

yes ____ no ____

If yes, are there any plans to increase staff and expand your service?

____

____

4. If the police or another agency started to refer crime victims to your agency, how many victims per week could you comfortably provide service to?

#_______________

5. If the number went higher than that for weekly referrals, how would you be able to handle the problem?

____

____

____

AGENCIES WHOSE PRIMARY GOAL IS ASSISTING VICTIMS OF CRIME

1. What is the percentage of victims given service in 1982 compared with the total number who were eligible for service?

   ________ %   # served ________   # eligible ________

2. If not a high percentage served (over 70%), what reasons do you feel explain the percentage?

   ____

   ____

   ____

   ____

   ____

3. How can these problems (reasons) be changed to increase the percentage of those using your service?

   a) ________

   b) ________

   c) ________

   d) ________

   e) ________

   f) ________

   g) ________

4. General comments regarding assistance to victims of crime.

   ____

   ____

   ____

   ____

   ____

TRACKING STUDY (1983 VICTIMS) QUESTIONNAIRE

	2nd Contact	3rd Contact
1) Since I last spoke with you, do you have any new problems as a result of the incident?	yes__ no__	yes__ no__
2. a) If yes, did you get any help with the problems?	yes__ no__	yes__ no__
b) If yes, from who?		
c) Who told you to go there?		
3. a) Was the help satisfactory?	yes__ no__	yes__ no__
b) If not, why not?		
4. a) Has an offender been charged with the crime?	yes__ no__	yes__ no__
b) If yes, who told you?		
5. a) Has anyone kept you informed of what is happening with your case?	yes__ no__	yes__ no__
b) If yes, who?		

6) Questions 40-61 from general survey - only at second and last contact.

7) If answer is yes to question 61, then ask questions 62-82 (Witness Questionnaire - only once)

Thank you for all of your time and co-operation. If you change your phone number or plan on discontinuing your phone service, please call us so we have a new phone number when we want to contact you again. Thank you again for your time.

VICTIM INFORMATION SHEET

Assigned Victim Number ________

Assigned Interviewer Number ________

Occurrence # ________ Date of Occurrence ________ Time of Occurrence ________

Classified as ____________

Crime Against (check one)

1. Person ________ 2. Property ________

Victim Age: Under 16 ____ 16 - 60 ____ 60 and Over ____

Victim Sex: Male ____ Female ____

Victim Race: White ____ Native ____ Other ____

Not Known ____

Relationship of Suspected Offender to Victim:

Spouse ____ Ex-spouse ____ Common Law Spouse ____ Other Family Member ____

Acquaintance/Friend ____ Unknown ____

Victim Name: __________________________ Victim Telephone Number: __________

Victim Address: ____

Where Incident Occurred:

Residential ____ Commercial ____ Vehicle ____ Public Building ____

Outside ____

Brief Description of Offense:

____

____

____

Extent of Injury:

None ____ Yes, But No Medical Attention ____

Yes, Medical Attention Required ____ Death ____ Not Known ____

Estimated amount of loss:

(damaged/stolen) $ ________________ (Gross)

Date of Form Completion: ________________

Completed By: ________________________________

VANCOUVER

POLICE DEPARTMENT: 312 Main St., Vancouver, British Columbia, Canada V6A 2T2. Tel (604) 665-3535 Telex 04 53322

R.J. Stewart
Chief Constable

SO, YOU'RE GOING TO BE A WITNESS ..

The importance of being a WITNESS

Witnesses are very important participants in the judicial system. If law enforcement agencies and the courts are to effectively carry out the responsibilities given to them by the citizens of the country, it must be considered a basic duty to come forward when called so that the truth may be known and appropriate action taken. It is not possible to give evidence by means of a written statement. Evidence must be given in court under oath or solemn affirmation, so that it is possible to have relevant questions asked, and to allow the court to judge the credibility of the witness.

The Subpoena

A subpoena is a legal document which requires a person to appear in Court at a specific time to give testimony. A subpoena may require a witness to bring with him any writings that he has in his possession or under his control relating to the subject matter of the proceeding. A person served with a subpoena must attend and remain until the case is over unless he is allowed by the Court to leave earlier. A Court may issue a warrant for the arrest of a witness if he disobeys a subpoena, if it appears that he will not attend if served with a subpoena, or if he is evading service of a subpoena. A witness who disobeys a subpoena, without lawful excuse, is guilty of contempt of court.

The Priority of Court Matters

Because (i) there are so many cases, each involving several people, (ii) the outcome of cases is very important to the reputation and liberty of accused persons and, (iii) in the interest of the public generally, and victims of crime in particular, the administration of justice should be speedy, it is imperative that trials proceed when scheduled. To a participant, inconvenience is not a good reason to adjourn a trial.

Witness Fees & Expenses

While there is provision for payment of a standard witness fee and basic travel and accommodation expenses, where applicable, there is no provision for payment of any loss of income of a witness. You should contact the court administration or witness management staff listed below upon arrival at court to arrange for payment of the appropriate fee and expense money. If you are coming from a distant place, and cannot pay your travel expenses pending reimbursement, contact your nearest court administration office or R.C.M.P. detachment.

Witness Management ______________________________

____

Court Administration ______________________________

____

Preparation

If you have been subpoenaed at the request of the Crown Counsel who is conducting the case you will be interviewed by him prior to testifying. If you have any questions about your testimony or any other matter concerning the case you should contact the Crown Counsel office listed below for consultation. Keep Crown Counsel advised of your current address and phone number. If you have not already provided a statement of your observations to the investigating officer, it would be helpful if you would write a statement and send it to the Crown Counsel office at the address below. Be sure to indicate the name of the case and the trial date. Although you cannot read your testimony in Court, the statement may assist you in refreshing your memory as time passes. You should retain and bring to Court any notes that you made at the time of the occurrence, including such things as locations, descriptions of persons involved, license plate numbers, and dates. You may find it helpful to attend a court and observe proceedings so as to become familiar with court surroundings and procedure.

If you have been subpoenaed by Crown Counsel and you are contacted by defense counsel you may, but are not required to, relate to him your observations. Normally there is no reason why you should not answer reasonable questions regarding your evidence, but if you are contacted call Crown Counsel for advice. If you are the victim of an alleged crime you should not discuss dropping the charge or any similar matter with anyone but Crown Counsel.

Crown Counsel: Phone NO. ______________________________

Address ______________________________

Procedure at Court

When you arrive at Court go to the location marked "Witness Information". Here you will be told, the courtroom in which you are to give evidence, if you are needed for a pre-trial consultation with Crown Counsel, where to go for the payment of the witness fees, and travel, meal and accommodation expenses. At the commencement of the trial there is usually an order for the exclusion of witnesses from the courtroom. That means all witnesses wait outside the courtroom until called in to testify one by one, so that one witness does not hear the evidence of another, thereby avoiding any inclination to tailor testimony to that already given. After you have testified you may be excused by the court and then leave or remain as you wish. Sometimes, during your testimony, you may be asked to step down while counsel makes submissions to the court concerning some legal point. At any time you leave the courtroom you should not discuss your testimony or other proceedings in the court with witnesses who have not yet testified.

When you enter the courtroom you will be directed to a witness box near the front and will be called upon to swear or affirm to tell the truth. You will be asked to give your name, address and occupation. If for any reason you do not wish to state your address, please advise Crown Counsel before the trial commences. You will be questioned by Crown Counsel who will attempt to elicit from you all the relevant evidence you have concerning the matter. You should speak up so that all in the courtroom can hear you and speak slowly enough so that the Judge and others can make notes of your testimony. Your answers should be directed to the Judge, who is referred to in Provincial and County Court as "Your Honour" and in Supreme Court as "Your Lordship". Take your time and be as precise as you can.

You may be asked to give the date and the location of your observations. The location should include the name of the city and the province. You may also be asked to identify a person in the course of the proceedings. You will usually be asked to describe what the person looked like at the time of the occurrence and then to look around the courtroom to see if that person is in the court. If you recognize the person point to him with an outstretched arm.

When Crown Counsel is completed you may be asked a few questions by the Judge, then you will be questioned by defense counsel. As with all questions, listen carefully. If you do not understand the question ask that it be repeated or rephrased. If you are asked things that you do not recall, say so. If things are suggested to you that are not correct, say so. All you are called upon to do is truthfully answer questions about your knowledge of matters in issue, and the Judge is there to see that everything is done fairly and properly.

PLEASE KEEP THIS HANDY

Name of Crown Counsel ____________________

____

Crown Counsel Phone No. ____________________

Witness Management Phone No. ____________________

Court Management Phone No. ____________________

Court Case Number ____________________

Name of Defendant(s) ____________________

____

____

Dates and Times to Remember

Pre-trial Consultation	Date:	____________
with Crown Counsel:	Time:	____________
Trial:	Date:	____________
	Time:	____________

ON ANY OF THESE DAYS, IF YOU

SUDDENLY FIND THAT YOU

CANNOT APPEAR IN COURT

CALL CROWN COUNSEL OR

WITNESS MANAGEMENT IMMEDIATELY